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ADDENDUM #5

INFORMATION TECHNOLOGY REQUEST FOR PROPOSAL

FOR Integrated Eligibility Solution Design, Development, and Implementation

PROPOSAL DATE: November 16, 2012

FOR (AGENCY/DEPT): Agency of Human Services

REQUISITION NUMBER: N/A

DATE TECHNICAL AND COST RESPONSES/PROPOSALS DUE: **JANUARY 22, 2013 3:00 PM [NEW DATE]**

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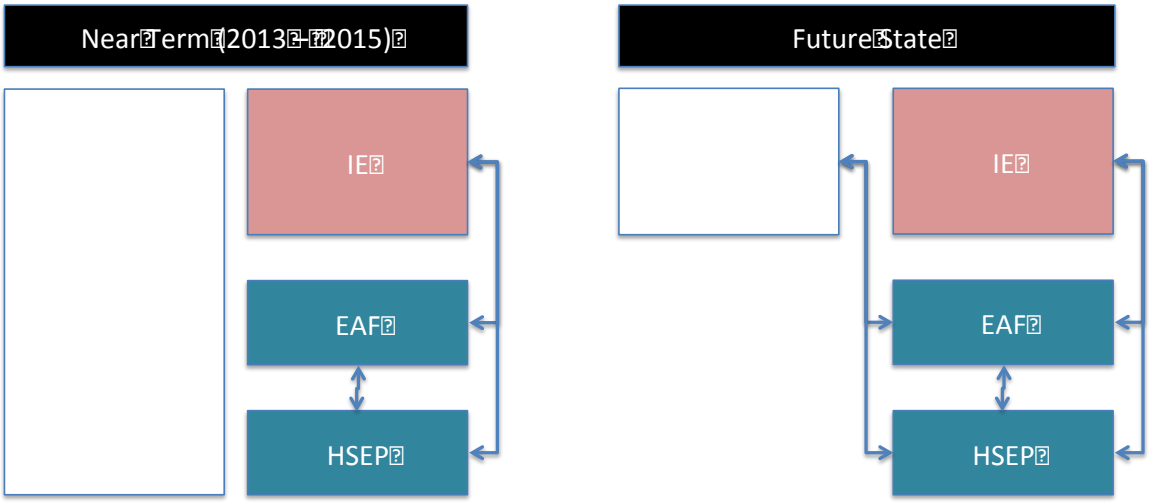
1. Executive Summary – State of Vermont Integrated Eligibility RFP Addendum 5

The State of Vermont is pleased to issue Addendum #5 to the Integrated Eligibility RFP.

This Addendum is in direct response to the decisions made by State leadership regarding the vendor responsibilities for the State's Health Services Program. As described in the RFP, several components were identified and the decision regarding what vendor would be responsible was defined in many cases as "to be determined." Addendum #5 focuses on the expansion of the IE Vendor's scope of work to include, in addition to the IE Solution, the following components:

- Health Services Enterprise Platform (HSEP) - The design, development and implementation of the Service Oriented Architecture (SOA) Health Services Enterprise Platform and its components.
- Eligibility Automation Foundation (EAF) – As part of the HSEP, the design, development and implementation of the EAF set of shared services to support eligibility Screening, Application and Determination.

The State has made the decision to move forward with a separate vendor to design, develop and implement the Health Benefits Exchange (HBE) for achieving a state-based health insurance exchange consistent with the Centers for Medicare and Medicaid Services (CMS) time lines for pre-enrollment in October 2013 and full operations by January 2014. The HBE will be built using the Oracle stack including Siebel. The HBE initially will be a separate stand alone system. However, the State expects that the HBE will integrate with and leverage the HSEP by late 2015 as described in the diagram below.



This Addendum also responds to the questions posed by the vendors up to date, revisions to the procurement schedule and provides an extension to the proposal submission date.

Vermont has always intended to acquire the following key software components based on SOA standards for the Health Services Program. These components include:

- The HSEP which will provide key shared capabilities for a number of Healthcare and Human Services programs and solutions

- An Integrated Eligibility Solution (IE) which provides eligibility processing and management of key State healthcare and human services programs
- The EAF which provides screening, application processing, and determination for healthcare and human services programs
- A Health Benefits Exchange (HBE) which meets the Affordable Care Act requirements for a state-based health insurance exchange

The scope of the original RFP was only for the Integrated Eligibility Solution which was to consume SOA based services provided by the HSEP and the EAF. The latter two solutions were to be procured through a separate exercise. Vermont has changed its strategic direction and intends to include the acquisition of the HSEP and EAF solutions and services through this IE procurement.

In the Addendum, the original language for the sections that have changed are provided along with the amended language which encompasses the scope of work and response requirements for the increased scope. There have been no elements of scope removed, and only elements added.

As described above, vendors should take note that in order to meet the very stringent deadlines for the HBE, Vermont has decided to acquire and implement an HBE solution using the Oracle stack and Siebel. The HBE in its initial development and deployment will be a stand-alone solution and independent of the IE, HSEP, and EAF components. Yet, the State's expectation is that sometime in the future the HBE will be integrated with the HSEP. With that expectation in mind, vendors are encouraged to propose an approach that will expedite the future integration of the HBE and enhance the level of integration possible and provide for the seamless experience for citizens of Vermont and for State works without affecting the delivery schedule for the HSEP, EAF and IE Solution.

Changes have been made to the following sections of the RFP document itself and to the following response templates:

Change Number	RFP Section Amended
1	Scope
2	Procurement schedule
3	Objectives for the proposed system
4	Key dates (corresponds to RFP Table 3)
5	Interdependencies with other Vermont's Agency of Human Services efforts (Table 4)
6	Overview and scope of work
7	Key Implementation assumptions (corresponds to RFP Table 8)
8	Summary of functional requirements (corresponds to RFP Table 9)
9	Summary of nonfunctional requirements
10	Integration with the Health Benefits Exchange Platform

Change Number	RFP Section Amended
11	Proposed System Approach
12	Preferred migration approach (corresponds to RFP Table 10)
13	HBE and IE phased milestone deployment approach
14	Detailed Migration Plan
15	Proposed approach to system architecture
16	Proposed approach to capacity planning
17	High-level system operational requirements
18	Software Configuration Management
19	Health Services Enterprise Program Management Office Structure and Responsibilities
20	SOA Governance Competency Center
21	Rules Authoring and Knowledge Transfer
22	Vendor Responsibilities
23	Proposed project schedule
24	Performance Measures and Associated Remedies
25	Procurement Library
26	Template H – Functional Requirements Approach
27	Template I – Nonfunctional Requirements
28	Template J – Nonfunctional Requirements Approach
29	Template K – Implementation Requirements
30	Template L – Maintenance Requirements Approach
31	Hosting Costs and Cost Allocation across Health and Human Services Programs
32	Areas with Service Level Requirements
33	Proposed Changes to Standard Terms and Conditions – Contract Elements
34	Proposed Changes to Standard Terms and Conditions – RFP Instructions
35	Proposed Crosswalk – Mandatory Templates
36	Response Template N Changes to Standard Terms and Conditions
37	Revision to Blueprint for Health

2. Changes Made – Addendum 5

a. Change 1 – Scope

Addendum No.:	5	**Title:**	Integrated Eligibility Solution Design, Development, and Implementation
Original Proposal Section and Page Reference:	Section 1.1 Scope, Page 8		
Change Made and Reason:	RFP Scope Change		

Original Text to be Changed:

The Office of Purchasing and Contracting of the State of Vermont on behalf of the Agency of Human Services (AHS), is soliciting competitive sealed from qualified vendors for fixed price proposals for the Design, Development, Implementation and Maintenance of a Health and Human Services Integrated Eligibility (IE) Solution for the State of Vermont that will utilize an IT Service Oriented Architecture (SOA) infrastructure platform being developed by the State through a separate work stream – known as the Health Services Enterprise (HSE) Platform (HSEP) Project. The envisioned IE Solution will migrate all in-scope programs from the current legacy IT system known as ACCESS.

This Request for Proposal (RFP) provides details on what is required to submit a Proposal for the Work, how AHS will evaluate the Proposals, and what will be required of the Contractor performing the Work.

If a suitable offer is made in response to this Request for Proposal (RFP), the AHS Agency may enter into a contract (the Contract) to have the selected offeror (the Contractor) perform all or part of the Work. This RFP provides details on what is required to submit a Proposal in response to this RFP, how the State will evaluate the Proposals, and what will be required of the Contractor in performing the Work.

Amended Text:

The Office of Purchasing and Contracting of the State of Vermont, on behalf of the Agency of Human Services (AHS), is soliciting competitive, sealed, fixed price proposals, from qualified vendors for the Design, Development, Implementation and Maintenance of a Health and Human Services Integrated Eligibility (IE) Solution for the State of Vermont and a Service Oriented Architecture (SOA) infrastructure referred to as the Health Services Enterprise (HSE) Platform (HSEP). The envisioned IE Solution will migrate all in-scope programs from the current legacy IT system known as ACCESS.

This Request for Proposal (RFP) provides details on what is required to submit a Proposal for the Work, how AHS will evaluate the Proposals, and what will be required of the Contractor performing the Work.

If a suitable offer is made in response to this Request for Proposal (RFP), the AHS Agency may enter into a contract (the Contract) to have the selected Vendor

(the Contractor) perform all or part of the Work.

b. Change 2 – Procurement Schedule

Addendum No.:	5	**Title:**	Integrated Eligibility Solution Design, Development, and Implementation
Original Proposal Section and Page Reference:	Cover Page (Page 1) Section 1.3 Procurement Schedule, Page 8		
Change Made and Reason:	Procurement Schedule Amended		

Original Text to be Changed:

Date	Item	Additional Materials or Information
11/16/2012	Release of RFP	• None
11/21/2012	Round 1 Questions due	•
12/4/2012	Pre-Proposal Conference	• General Overview of RFP and Business Objectives • General Q/A Period Pertaining to RFP
12/7/2012	Round 2 Questions Due	• N/A
12/14/2012	Answers posted by the State	•
1/2/2013 3:00 PM	Technical and Cost Responses/Proposals Due	• Vendors to provide Technical and Cost Responses to State
1/28/2012-2/1/2012	Finalist Orals/Demonstrations	•
2/11/2013-2/28/2013	Contract Negotiation	• BAFO
3/1/2013	Contract Award	• Announcement of contract award

Amended Text:

Date	Item	Additional Materials or Information
11/16/2012	Release of RFP	• None
11/21/2012	Round 1 Questions due	•

12/4/2012	Pre-Proposal Conference #1	• General Overview of RFP and Business Objectives • General Q/A Period Pertaining to RFP
12/24/2012	Addendum Issued	•
1/4/2013	Round 2 Questions Due	• N/A
1/8/2013	Pre-Proposal Conference #2 IN PERSON	• General Overview of RFP and Business Objectives • General Q/A Period Pertaining to RFP
1/10/2013	Answers posted by the State	•
1/22/2013 3:00 PM	Technical and Cost Responses/Proposals Due	• Vendors to provide Technical and Cost Responses to State
2/11/2013-2/15/2013	Finalist Orals/Demonstrations	•
2/25/2013-3/15/2013	Contract Negotiation (selected bidders should plan to be on-site to expedite negotiation)	• BAFO
3/18/2013	Contract Award	• Announcement of contract award

c. Change 3 – Objectives for the proposed system

Addendum No.:	5	**Title:**	Integrated Eligibility Solution Design, Development, and Implementation
Original Proposal Section and Page Reference:	Section 1.5.1 Objectives for the Proposed System and Key Dates, Page 15		
Change Made and Reason:	Updated responsibilities		

Original Text to be Changed:

The future IE System, except for EAF functionality, will replace functionality currently contained within the State's legacy ACCESS integrated eligibility system, as well as integrate with the eligibility functions that are required to be implemented due to the Affordable Care Act (ACA). The new IE Solution built upon the HSE platform, with its underlying and coordinated technologies, will provide the functionality necessary for the delivery of enhanced eligibility services for the State's programs including robust citizen self-service, efficient workflow management and coordination, improved data quality and decision support capabilities, and importantly, alignment with the State's vision for a person/family-centered model of practice to support improvement in State productivity capabilities while providing enhanced accessibility of benefits to Vermonters through a modern, robust IE solution as part of the State's vision for an enterprise approach to the State's health and human services.

The future AHS HSE platform will provide or enable key distinct technology components that together will support the IE and HBE solutions, and the HSE platform core functional capabilities. These are:

- Portal
- EAF Shared Functionality for Screening, Application and Determination
- Enterprise Information Exchange
- Master Data Management
- Analytics and Business Intelligence
- HBE Business Application
- Integrated Eligibility Solution

These components (i.e., combination of core applications and technologies) will bring a combined set of new health and human services business capabilities to Vermont to enable citizen-centric health and human services delivery.

This RFP specifically requires responses for those functions that enable the new Integrated Eligibility Solution; responses are not required for the SOA HSE Platform components such as the Common Enterprise Portal, Rules Engine, Enterprise Information Exchange and Master Data Management, HBE, Analytics and Business Intelligence capabilities, and the shared EAF business service mentioned above. These infrastructure components and functional capabilities will be implemented by coordinating vendor(s), as described in later sections of this RFP.

Amended Text:

The future IE System will replace functionality currently contained within the State's legacy ACCESS integrated eligibility system, as well as integrate with the eligibility functions that are required to be implemented due to the Affordable Care Act (ACA). The new IE Solution built upon the HSE platform, with its underlying and coordinated technologies, will provide the functionality necessary for the delivery of enhanced eligibility services for the State's programs including robust citizen self-service, efficient workflow management and coordination, improved data quality and decision support capabilities. The new IE Solution will align with the State's vision for a person/family-centered model of practice to support improvement in State productivity capabilities while providing enhanced accessibility of benefits to Vermonters through a modern, robust IE solution as part of the State's vision for an enterprise approach to the State's health and human services.

The future AHS HSE platform will provide or enable key distinct technology components that together will support the IE solution and eventually the HBE solution, and the HSE platform core functional capabilities. These are:

- Portal
- EAF Shared Functionality for Screening, Application and Determination
- Enterprise Information Exchange
- Master Data Management
- Analytics and Business Intelligence

These components (i.e., combination of core applications and technologies) will bring a combined set of new health and human services business capabilities to Vermont to enable citizen-centric health and human services delivery.

This RFP specifically requires responses for those functions that enable the new Integrated Eligibility Solution. This includes the design, development and deployment of the SOA HSE Platform components such as the Common Enterprise Portal, Rules Engine, Enterprise Information Exchange and Master Data Management Analytics and Business Intelligence capabilities, and the shared EAF business service mentioned above.

d. Change 4 – Key Dates

Addendum No.:	5	**Title:**	Integrated Eligibility Solution Design, Development, and Implementation
Original Proposal Section and Page Reference:	Section 1.5.2 Key Dates, Page 16		
Change Made and Reason:	Responsibilities updated		
Original Text to be Changed:			

Table 3. Key Milestone Dates

Key Milestone	Responsibility	Key Date
Health Services Enterprise SOA Platform	Vendor To be Determined (TBD)	October 2013
Health Benefits Exchange - Intake and Eligibility Functionality through shared functionality provided by the (Eligibility Automation Foundation – EAF Business Service) and Pre-Enrollment for Qualified Health Plans	Vendor TBD	October 2013
ACCESS remediation will accept Web Service calls and integration with the EAF Web Service to enable Medicaid related benefit processing for MAGI and CHIP applicants. ACCESS remediation will also issue Web Services calls and send and receive applicant demographics and status data between ACCESS and HBE/HSE Platform	IE Solution Contractor	October 2013
Medicaid Expansion/MAGI and CHIP - Eligibility Determination Functionality (EAF)	Vendor TBD	October 2013
Medicaid Programs – Intake and Eligibility Determination Functionality (Expanded Eligibility Automation Foundation – EAF Business Service)	Vendor TBD	December 2014
Medicaid Programs – IE Solution Functionality Leveraging the State Provided EAF Business Service, and Migration of Programs from Legacy ACCESS System	IE Solution Contractor	December 2014
All Non-Health Care Human Services Programs - Intake and Eligibility Determination Functionality (Comprehensive Screening, Application, and Determination Business Service for all HHS	Vendor TBD	December 2015

programs)			
All Non-Health Care Human Services Programs - IE Solution Functionality Leveraging the State Provided EAF Business Service, and Migration of Programs from Legacy ACCESS System (except for Child Support Enforcement Functionality)	IE Solution Contractor	No later than December 2015	

Amended Text:

Table 3. Key Milestone Dates

Key Milestone	Responsibility	Key Date
Health Services Enterprise SOA Platform	IE Solution Contractor	October 2013
Health Benefits Exchange - Intake and Eligibility Functionality through shared functionality provided by the (Eligibility Automation Foundation – EAF Business Service) and Pre-Enrollment for Qualified Health Plans	CGI	October 2013
ACCESS remediation will accept Web Service calls and integration with the EAF Web Service to enable Medicaid related benefit processing for MAGI and CHIP applicants. ACCESS remediation will also issue Web Services calls and send and receive applicant demographics and status data between ACCESS and HBE/HSE Platform	IE Solution Contractor	October 2013
Medicaid Expansion/MAGI and CHIP - Eligibility Determination Functionality (EAF)	IE Solution Contractor	October 2013
Medicaid Programs – Intake and Eligibility Determination Functionality (Expanded Eligibility Automation Foundation – EAF Business Service)	IE Solution Contractor	December 2014
Medicaid Programs – IE Solution Functionality Leveraging the State Provided EAF Business Service, and Migration of Programs from Legacy ACCESS System	IE Solution Contractor	December 2014
All Non-Health Care Human Services Programs - Intake and Eligibility Determination Functionality (Comprehensive Screening, Application, and Determination Business Service for all HHS programs)	IE Solution Contractor	December 2015
Migration of Programs from Legacy ACCESS System (except for Child Support Enforcement	IE Solution Contractor	No later than December 2015

Functionality)			

e. Change 5 – Interdependencies with other efforts of Vermont's Agency of Human Services (Table 4)

Addendum No.:	5	**Title:**	Integrated Eligibility Solution Design, Development, and Implementation
Original Proposal Section and Page Reference:	Section 1.5.4 Interdependencies with other efforts of Vermont's Agency of Human Services, Table 4, Page 18		
Change Made and Reason:	Addendums to HSE project descriptions and responsibilities. 'HSEP' and 'EAF' projects have been removed from this table as they are no longer 'Related Projects' and are now part of the IE Solution Project.		

Original Text to be Changed:

Table 4. Related Vermont Health Services Enterprise Projects

Project	Description
Health Services Enterprise Platform (HSEP)	The HSEP is the SOA-based IT Infrastructure and Services Platform, foundational to current and planned HSE solution investments. The Vendor TBD will responsible for the implementation of the shared services and shared business capabilities for the IE Solution, the HBE, the MMIS and other core health and human services technology projects within the HSE Program. All HSEP-specific functionality is out of scope for this RFP.
Health Benefits Exchange (Health Insurance Exchange)	The Health Benefits Exchange is Vermont's implementation of the federal Health Insurance Exchange. Vendor TBD will responsible for the implementation of the HBE. All HBE- specific functionality is out of scope for this RFP including Eligibility Automation Foundation (EAF) (i.e., consumer screening, application and eligibility determination).
Web Portal User Experience and Visual Design Project	The Department of Vermont Health Access Health Benefit Exchange, (DVHA) is in the process of engaging a vendor to provide assistance in defining the strategic direction for the Vermont benefits website, designing the site, and ensuring coordination with the HBE's technical assistance vendor (Vendor TBD) for the implementation of the citizen self-service "benefits portal." This effort may impose some constraints on the User Interface design for the IE solution.

Eligibility Automation Foundation (EAF) Project	The EAF project will design, develop and implement, utilizing Oracle SOA components, a set of common functionality on the HSEP that will provide for eligibility screening, application and determination. The vendor TBD will be responsible for developing the EAF as part of the HSEP and in coordination with the HBE and IE Solution Projects.
ACCESS Health Care Disassembly Project	AHS has engaged PSI/MAXIMUS to analyze the alternative approaches to segregating and removing health care functionality from ACCESS. The targeted end date for this project is February 2013.
Medicaid Management Information System (MMIS)	AHS has decided to replace the legacy MMIS system. The new MMIS will be integrated with the HSEP SOA framework by utilizing the shared services HBE such as EMPI, Identity Management, etc. AHS is planning to begin procurement of a new Solution within the next year.
Mainframe Software Upgrade	The ACCESS mainframe software infrastructure is being upgraded to support the latest version of Software AG products that are able to provide the required Web Service functionality for the HSE platform and the HBE. This project is planned to be completed by end of December 2012.

Amended Text:

Table 4. Related Vermont Health Services Enterprise Projects

Project	Description
Health Benefits Exchange (Health Insurance Exchange)	The Health Benefits Exchange is Vermont's implementation of the federal Health Insurance Exchange. CGI will responsible for the implementation of the HBE. All HBE-specific functionality is out of scope for this RFP including eligibility and enrollment functions for the HBE.
ACCESS Health Care Disassembly Project	AHS has engaged PSI/MAXIMUS to analyze the alternative approaches to segregating and removing health care functionality from ACCESS. The targeted end date for this project is February 2013.
Medicaid Management Information System (MMIS)	AHS has decided to replace the legacy MMIS system. The new MMIS will be integrated in the future with the HSEP SOA framework by utilizing the shared services HBE such as EMPI, Identity and Access Management, etc. AHS is planning to begin procurement of a new Solution within the next year.

Mainframe Software Upgrade	The ACCESS mainframe software infrastructure is being upgraded to support the latest version of Software AG products that are able to provide the required Web Service functionality for the HSE platform and the HBE. This project is planned to be completed by end of December 2012.

In addition, the State plans to undertake a Business Process Reengineering (BPR) project. The IE Solution vendor will work with the BPR vendor to maximize the effectiveness of both projects.

f. Change 6 – Overview and scope of work

Addendum No.:	5	**Title:**	Integrated Eligibility Solution Design, Development, and Implementation
Original Proposal Section and Page Reference:	Section 2.1, Overview, Page 25		
Change Made and Reason:	Addendum to Scope of Work Overview		

Original Text to be Changed:

The State of Vermont AHS currently utilizes an Integrated Eligibility solution (known as ACCESS) to process eligibility for most of its health care and human services programs. In addition ACCESS is used to process and manage benefit issuance for Medicaid and for a number of non-healthcare programs.

The planned Integrated Eligibility Solution (IE Solution) will replace this functionality with a modern, flexible system capable of managing integrated eligibility business processes through required functionality for Medicaid Programs and for all non-healthcare programs currently supported by the legacy ACCESS system. The new IE solution will be modular and based on service-oriented architecture principles and standards and will meet CMS' Seven Standards and Conditions. The new IE solution will have externalized rules as a key principle. The IE solution will consume eligibility screening, application and determination functionality and results from the Eligibility Automation Foundation (EAF) which will be shared functionality on the SOA Health Services Enterprise Platform (HSEP).

The IE Solution will be part of a suite of solutions that reside on the HSEP that provides for a multi-channel "no wrong door" approach to accessing health care and human services in Vermont. Another key solution being developed and deployed on the HSEP is the HBE Solution. These two solutions (and others in the future such as the envisioned new Medicaid Management Information System) will utilize a number of HSE Platform shared services.

Other solutions with which the IE Solution will need to integrate and to which it will need to provide services are the following:

- Current Medicaid Management Information System (MMIS)
- New MMIS solution which AHS is planning to acquire in the next few years, and
- Existing ACCESS solution (which will continue for the foreseeable future to process Child Support Enforcement services).

The new IE Solution will utilize a range of technical services that will be enabled by the overall Health Services Enterprise Platform to provide citizens, state workers, and external service providers with robust, secure access to information and functionality.

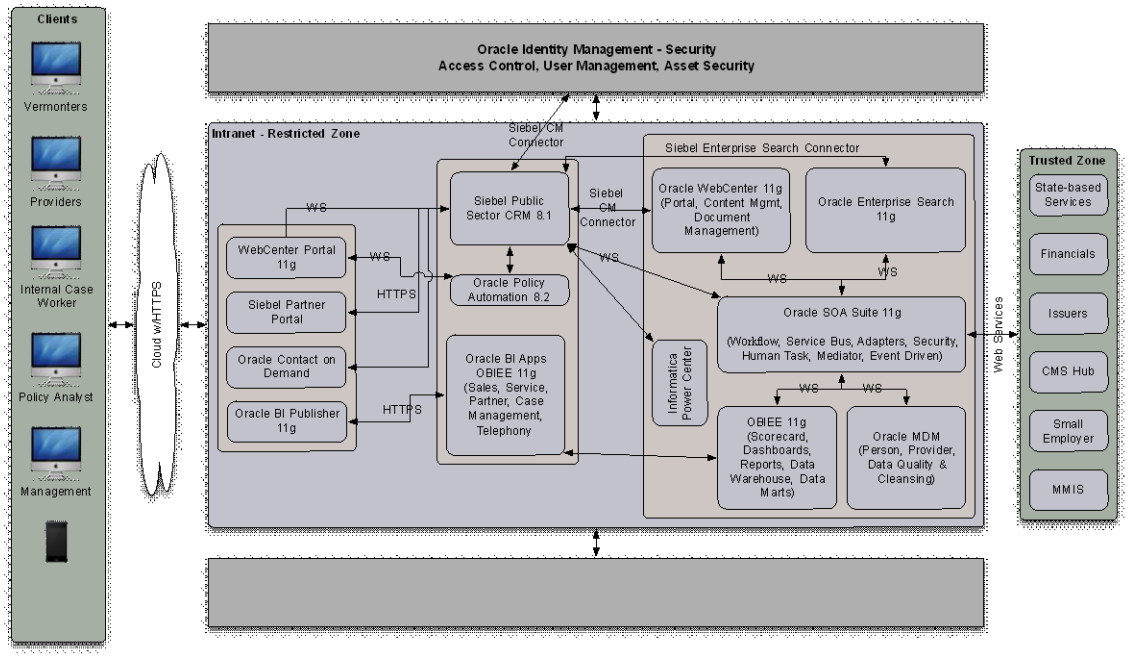
Table 5 below provides an overview of the HSEP services and capabilities.

Identity Management	Ensure individuals are identified across the range of roles that they play and human services programs that they interact with, and have access only to information and functionality for which they are authorized
Consent Management	Ensure that appropriate information is shared with only individuals that are authorized and have a need for access to it
Portal	Provide a consistent user interface and access to information and functionality
Enterprise Information Exchange	Also referred to as a gateway, or service bus, which will provide a standards based mechanism for integrating with and sharing information among full range of human services and administrative applications
Master Data Management	Includes Master Person Index, Identity Management, Master Provider Index, etc. to ensure a common view and single version of the “truth” across VT’s HHS programs
Rules Engine	Define and manage the business rules which will drive eligibility assessments across human services programs
Eligibility Automation Foundation	Provide HSEP shared functionality for eligibility screening, application and determinations services for Vermont Health and Human Services Programs
Content Management	Allow management of and access to a wide range of information and media
Analytics and Business Intelligence Tools and Repositories	Create reports and dashboards to shed light on and manage current operations, and to develop analytical and predictive analyses for future planning and policy development
Collaboration Capabilities	These include: Service Coordination (Secure Messaging and Shared Case Notes), Client and Provider Look-Up and Query, Referral Management (Create Referral and

Manage Referral), and Alerts and Notifications

Figure 2 depicts the Technical Reference Architecture for the HBE solution to be deployed by Vendor TBD leveraging the underlying technologies selected and used for the HSE Platform.

Figure 2. Health Insurance Exchange Technical Reference Architecture



The functionality that the IE Solution is expected to deliver is summarized in Section 2.3.2 and encapsulated in a comprehensive Business Process Analysis (BPA) provided in the Procurement Library. The BPA documents the requirements in the form of workflows, use cases, and a detailed set of requirements in a Requirements Traceability Matrix (RTM) provided in AHS IE Template H Functional Requirements. In addition, a comprehensive set of non-functional requirements for the IE solution have been developed and are provided in AHS IE Template I Non-Functional Requirements. The selected Vendor will be expected to use these requirements as a base for their solution but is expected to review, validate and further define the functional and nonfunctional requirements with the State if selected as the vendor of choice.

The IE solution will be developed concurrently with Vermont HBE solution and the HSE Platform as described in Table 3 – Key Milestone dates.

The State is considering the potential of releasing an Addendum to this RFP for the IE contractor to support the writing of the State's healthcare rules with the exception of the MAGI and S-CHIP rules. The platform for this initiative is Oracle Policy Automation (OPA). If the State issues an Addendum for rules writing the vendor would be responsible for the following non-inclusive list of tasks:

- Partner with the State's Rule Author(s) to design the policy model
- Transform all of the state's health-benefit program rules into a format that can be

consumed by OPA
- Assist the state with creating a process that posts formal rules to the web for general review by the public
- Create the program rules and test them in an established environment
- Train and Mentor the State's Rule Author(s) in the best practices of:
  - □ Converting rules from federal or legislative documents into properly structured rules that can be consumed by OPA
  - □ Writing future rules in such a way that eases the transition
  - □ Capturing meta-data about each of the rules sets and how they function - Provide guidance on how best to store or look up the meta-data
  - □ Lifecycle of rule sets
  - □ How to integrate or flow rules
  - □ How to provide help or commentary on rules
  - □ OPA general use.

Amended Text:

The State of Vermont AHS currently utilizes an Integrated Eligibility solution (known as ACCESS) to process eligibility for most of its health care and human services programs. In addition ACCESS is used to process and manage benefit issuance for Medicaid and for a number of non-healthcare programs.

The planned Integrated Eligibility Solution (IE Solution) will replace this functionality with a modern, flexible system capable of managing integrated eligibility business processes through required functionality for Medicaid Programs and for all non-healthcare programs currently supported by the legacy ACCESS system. The new IE solution will be modular and based on service-oriented architecture principles and standards and will meet CMS' Seven Standards and Conditions. The new IE solution will have externalized rules as a key principle. The IE solution will consume eligibility screening, application and determination functionality and results from the Eligibility Automation Foundation (EAF) which will be shared functionality on the SOA Health Services Enterprise Platform (HSEP).

The IE Solution will be part of a suite of solutions that reside on the HSEP that provides for a multi-channel "no wrong door" approach to accessing health care and human services in Vermont. In the future, in addition to the IE solution, a number of other solutions such as the planned Health Benefits Exchange and the envisioned new Medicaid Management Information System will utilize a number of HSE Platform shared services.

Other solutions with which the IE Solution will need to integrate and to which it will need to provide services are the following:

- Current Medicaid Management Information System (MMIS)
- New MMIS solution which AHS is planning to acquire in the next few years,
- Existing ACCESS solution (which will continue for the foreseeable future to process Child Support Enforcement services), and
- The stand-alone Health Benefits Exchange solution (to the extent that this is possible within the technical and schedule constraints described below)

The new IE Solution will utilize a range of technical services that will be enabled by the overall Health Services Enterprise Platform to provide citizens, state

workers, and external service providers with robust, secure access to information and functionality.

Table 5 below provides an overview of the HSEP services and capabilities.

Table 5. HSEP Services and Capabilities

Identity and Access Management	Ensure individuals are identified across the range of roles that they play, human services programs that they interact with, and have access only to information and functionality for which they are authorized
Consent Management	Ensure that appropriate information is shared with only individuals that are authorized and have a need for access to it
Portal	Provide a consistent user interface and access to information and functionality
Enterprise Information Exchange	Also referred to as a gateway, or service bus, which will provide a standards based mechanism for integrating with and sharing information among full range of human services and administrative applications
Master Data Management	Includes Master Person Index, Identity Management, Master Provider Index, etc. to ensure a common view and single version of the "truth" across VT's HHS programs
Rules Engine	Define and manage the business rules which will drive eligibility assessments across human services programs
Eligibility Automation Foundation	Provide HSEP shared functionality for eligibility screening, application and determination services for Vermont Health and Human Services Programs
Content Management	Allow management of and access to a wide range of information and media
Analytics and Business Intelligence Tools and Repositories	Create reports and dashboards to shed light on and manage current operations, and to develop analytical and predictive analyses for future planning and policy development
Collaboration Capabilities	These include: Service Coordination (Secure Messaging and Shared Case Notes), Client and Provider Look-Up and Query, Referral Management (Create Referral and Manage Referral), and Alerts and Notifications

The functionality that the IE Solution and the HSEP are expected to deliver are summarized in Section 2.3.2 and encapsulated in a comprehensive Business Process Analysis (BPA) provided in the Procurement Library. The BPA documents the requirements in the form of workflows, use cases, and a detailed

set of requirements in a Requirements Traceability Matrix (RTM) provided in AHS IE Template H Functional Requirements. In addition, a comprehensive set of non-functional requirements for the IE solution and HSEP have been developed and are provided in AHS IE Template I Non-Functional Requirements. The selected Vendor will use these requirements as a base for their solution but is expected to review, validate and further define the functional and nonfunctional requirements with the State, if selected as the vendor of choice.

The IE solution and the HSE Platform will be developed concurrently as described in Table 3 – Key Milestone dates.

As part of this procurement AHS requires that the IE Solution vendor provide support in the writing of the State's healthcare rules including the MAGI and CHIP rules and the use of the Rules Engine and Management System proposed as part of the HSEP solution. This is described in more detail in Section 2.4.2.4 Rules Authoring and Knowledge Transfer and detailed requirements of this support are included in the amended Template I – Nonfunctional Requirements tab P7-Rules Engine.

g. Change 7 – Key Implementation assumptions (corresponds to RFP Table 8)

Addendum No.:	5	**Title:**	Integrated Eligibility Solution Design, Development, and Implementation
Original Proposal Section and Page Reference:	Section 2.3.1 Key Implementation Assumptions, Page 30		
Change Made and Reason:	Revision in scope and approach		

Original Text to be Changed:

A set of key implementation assumptions are presented below for the IE solution Vendor to consider when proposing a viable approach to achieving the outcomes envisioned for the future IE Solution. Table 8 also includes the key assumptions for the HSE platform and the HBE project.

Table 8. Key Implementation Assumptions

Assumption type	Description
General Assumptions	■ A key objective of the migration approach from ACCESS to the IE Solution is to present a central and easy to use Web presence for the Vermont applicants and beneficiaries, while minimizing the operational and technological implementation risks. State of Vermont has engaged a vendor to assist with the development of the User Experience for the envisioned Web "Benefits Portal." ■ CMS and USDHHS are collaboratively defining a catalog of standardized Web services that enable communications between a HBE Solution, the Federal Data Hub, and the

	State Medicaid Systems. The selected Vendor will be responsible for leveraging CMS' Business Service definition efforts and implement similar integration between the State of Vermont Siebel CRM Public Sector HBE solution and the existing ACCESS Integrated Eligibility System ■ Vermont is in the process of contracting with a Vendor TBD with experience in User Interface design to build and deploy a common State "Benefits Portal" to provide an online front-end / intake for the HBE, ACCESS, and the anticipated new Integrated Eligibility solution, starting with a focus on delivering HBE, Medicaid MAGI, and CHIP Eligibility Automation Foundation (EAF Business Service) expanded functionality, EAF functionality for Medicaid programs, and all other public benefits programs ■ The selected IE Vendor will be responsible for the deployment of the full IE Solution for the VT healthcare programs supported by ACCESS by January, 2015, and all other human services programs supported by ACCESS with the exception of Child Support by December, 2015, leveraging the common EAF business service being developed by Vendor TBD and the State. ■ ACCESS is anticipated to coexist alongside the new IE and HBE solutions on the HSE platform for some period of time. This will require the new IE solution Vendor to support integration with the HSE Platform, EAF capabilities and ACCESS legacy system to ensure a citizen centric approach to accessing and applying for VT health and human services programs and to manage updates and changes to eligibility status
HSE Platform	■ Vermont has chosen an Oracle-based SOA infrastructure, and a vendor TBD for the Design, Development, and Integration (DDI) of the HSE Platform implementation (please refer to General System Design in the procurement library for a detailed listing of specific software components and SOA software infrastructure stack that must be used in the development and deployment of the new IE Solution).
EAF Solution	■ Vermont has chosen to develop using Oracle-based SOA components shared functionality to provide for Eligibility Screening, Application and Determination for all of the State's health and human services programs ■ Vendor TBD will be responsible for the DDI of this set of shared functionality on the HSE Platform
HBE Solution	■ Vermont will select a Vendor TBD to implement the State of Vermont's HBE using the Oracle Siebel CRM Public Sector platform. ■ Vendor TBD will deploy EAF on the HSE platform to support HBE requirements for pre-enrollment capabilities in production by October, 2013

	■ HBE is targeted to be fully functional by January 2014, creating the capacity for the HBE to at a minimum provide individuals with tools to compare qualified health plans, obtain information about those plans, enroll in an insurance product, be evaluated for eligibility for all applicable State health subsidy programs and have net cost calculated after the subsidy is applied ■ Vendor TBD will be contracted to implement the HBE and ACA Medicaid MAGI and S-CHIP rules in the EAF Shared Service and the OPA rules engine by October 2013 ■ State of Vermont will provide the expanded EAF functionality for all of Medicaid and non-healthcare programs to the IE Vendor. ■ The IE Vendor is expected to leverage / consume the EAF business service for all screening, application, and determination functionality,
IE Solution	■ Vermont through this RFP is selecting a DDI Vendor with the assumption of a COTS IE solution to remediate and replace ACCESS in phases via this RFP. The State expects the proposed solution to run on the Oracle SOA infrastructure and use the OPA rules engine and the State's EAF functionality to be developed by Vendor TBD ■ Vermont is interested in a phased migration strategy wherein all health care programs are first migrated to the new IE platform, followed by other human services programs supported by the legacy ACCESS system ■ Currently the legacy ACCESS system is the system of record for all non-Exchange enrollments. The new IE solution will assume this role upon completion. ■ The IE Vendor will enable State of Vermont to comply with the new ACA rules related to automated verification, redetermination, and multiple channel support by the required CMS deadlines. ■ The IE Vendor will cooperate and collaborate with Vendor TBD and the Rules Writing vendor in the creation and testing of business rules for eligibility determination in support of the programs supported by the new IE solution as well as the State's HBE. These business rules must be shareable with other states or the federal government, and will be made available through CMS' Collaborative Application Lifecycle Tool (CALT) ■ The IE Vendor or one of its selected partners will be responsible for the required remediation for ACCESS to integrate with the HBE solution and the new IE platform as well as maintaining the capabilities of ACCESS during migration and retirement of ACCESS. The integration will be through a Web Service interface similar to the CMS developed "Account Transfer" Business Service which uses EntireX and the Oracle SOA Suite

	■ PSI/MAXIMUS has been selected to conduct a study of ACCESS with respect to disassembly and separation of Healthcare programs to be moved to the new IE System by January 2015, and this study is to be completed by March 2013. The IE Vendor is expected to cooperate with PSI/MAXIMUS as appropriate, and will have access to the results of the study ■ The State is considering an Addendum to this RFP for the authoring, testing and deploying the eligibility rules for all programs except MAGI and S-CHIP. These business rules must be shareable with other states or the federal government, and will be made available through CMS' Collaborative Application Lifecycle Tool (CALT). ■ Child Support Enforcement (CSE) functionality of ACCESS will continue to reside in Natural/Adabas and the IBM Mainframe after the full migration of all public benefits eligibility related functionality onto the new IE system. The retirement of CSE from ACCESS is not within the scope of this RFP ■ All technical support must be provided by individuals residing in the US.

Amended Text:

A set of key implementation assumptions are presented below for the IE solution Vendor to consider when proposing a viable approach to achieving the outcomes envisioned for the future IE Solution. Table 8 also includes the key assumptions for the HSE platform and the HBE project.

Table 8. Key Implementation Assumptions

Assumption type	Description
General Assumptions	■ A key objective of the migration approach from ACCESS to the IE Solution is to eventually present a central and easy to use Web presence for the Vermont applicants and beneficiaries, while minimizing the operational and technological implementation risks. ■ CMS and USDHHS are collaboratively defining a catalog of standardized Web services that enable communications between a HBE Solution, the Federal Data Hub, and the State Medicaid Systems. The selected Vendor will be responsible for leveraging CMS' Business Service definition efforts and implement similar integration between the State of Vermont Siebel CRM Public Sector HBE solution and the existing ACCESS Integrated Eligibility System ■ The IE Solution must have a User Interface design that will provide a one-stop "Benefits Portal" and provide an online front-end / intake for the existing ACCESS system and the new Integrated Eligibility solution. Starting with a focus on delivering Medicaid MAGI, and CHIP Eligibility Automation Foundation (EAF Business Service) functionality, then onto EAF functionality for other

	Medicaid programs, and finally all other public benefits programs including potentially the HBE. ■ The IE Vendor has in-house expertise, or will subcontract specialized resources to ensure the development of a highly user friendly and UX2014 compliant user interface for the eventual Vermont integrated "Benefits Portal" solution as a part of its proposed staffing and implementation approach. ■ The selected IE Vendor will be responsible for the deployment of MAGI Medicaid and CHIP EAF functionality by January 2014, the full IE Solution for the VT healthcare programs supported by ACCESS by December 2014 (if not sooner), and all other human services programs supported by ACCESS with the exception of Child Support by December 2015, leveraging the common EAF business service. ■ ACCESS is anticipated to coexist alongside the new IE and HBE solutions on the HSE platform during the phased migration period. This will require the new IE solution Vendor to develop the HSE Platform, the EAF capabilities and the IE Solution, as well as the transitional remediation of the ACCESS legacy system. This will ensure a citizen centric approach to accessing and applying for VT health and human services programs and to manage timely communication of updates and changes to eligibility status.
HSE Platform	■ The IE Solution Vendor will be responsible for developing and deploying the HSE Platform (Vermont has a preference for an Oracle-based SOA infrastructure). Please refer to General System Design in the procurement library for a detailed listing of specific software components and SOA software infrastructure stack that represents the State's preference for the development and deployment of the new IE Solution).
EAF Solution	■ The IE Solution Vendor will be responsible for developing and deploying shared functionality to provide for Eligibility Screening, Application and Determination for all of the State's health and human services programs (Vermont has a preference for using Oracle-based SOA infrastructure and components for the EAF – Eligibility Automation Foundation).
HBE Solution	■ Vermont has selected CGI to implement the State of Vermont's HBE leveraging the Oracle SOA infrastructure. ■ CGI will deploy the standalone HBE to meet requirements for pre-enrollment capabilities in production by October, 2013 ■ HBE is targeted to be fully operational by January 2014, creating the capacity for the HBE to at a minimum provide individuals with tools to compare qualified health plans, obtain information about those plans, enroll in an insurance product, be evaluated for eligibility for all applicable State health subsidy programs and have net cost calculated after the subsidy is applied.
IE Solution	■ Vermont is selecting an IE Solution DDI Vendor to replace ACCESS using a COTS Solution approach via this RFP. The State has a preference for the proposed solution to run on an Oracle SOA infrastructure and use the OPA rules engine. ■ The State's EAF functionality to be developed by the IE Solution Vendor as a shared enterprise service. ■ Vermont is interested in a phased migration strategy wherein all health care programs (except the HBE) are first migrated to the

	new IE platform first, followed by other human services programs supported by the legacy ACCESS system ■ Currently the legacy ACCESS system is the system of record for all non-Exchange enrollments. The new IE solution will assume this role upon completion. ■ The IE Vendor will enable State of Vermont to comply with the new ACA rules related to automated verification, redetermination, and multiple channel support by the required CMS deadlines. ■ The IE Vendor will be responsible for the creation and testing of business rules for eligibility determination in support of the programs supported by the new IE solution. These business rules must be shareable with other states or the federal government, and will be made available through CMS' Collaborative Application Lifecycle Tool (CALT) ■ The IE Vendor or one of its selected partners will be responsible for the required remediation of ACCESS. The integration of ACCESS, HBE and the new IE Solution will be either through a Web Service interface similar to the CMS developed "Account Transfer" Business Service or appropriate batch interfaces. The IE Solution Vendor will also support the future integration and/or migration of the standalone HBE solution on the HSE Platform. ■ PSI/MAXIMUS has been selected to conduct an analysis and technical documentation of ACCESS with respect to enabling the disassembly and separation of Healthcare programs to be moved to the new IE Solution by January 2015, and this study is to be completed by April 2013. The IE Vendor is expected to cooperate and collaborate with PSI/MAXIMUS as appropriate, and will have access to the results of the study ■ Child Support Enforcement (CSE) functionality of ACCESS will continue to reside in Natural/Adabas and the IBM Mainframe after the full migration of all public benefits eligibility related functionality onto the new IE system. The retirement of CSE from ACCESS is not within the scope of this RFP ■ All development, maintenance, and technical support activities must be provided by individuals residing in the US.

h. Change 8 – Summary of functional requirements (corresponds to RFP Table 9)

Addendum No.:	5	**Title:**	Integrated Eligibility Solution Design, Development, and Implementation
Original Proposal Section and Page Reference:	Section 2.3.2 Summary of Functional Requirements, Table 9, Page 33		
Change Made and Reason:	Updates to responsibilities		
Original Text to be Changed:			
Table 9. Summary of HSE Functional Requirements			

Key Business and Service Delivery Functionality	Responsible Party	
	IE Vendor (Represents this RFP)	Vendor(s) TBD by the State
HSE SOA Platform		
■ Collaboration Capabilities including but not limited to: ❑ Client Consent ❑ Case Collaboration / Service Coordination (Secure Message, Shared Case Note) ❑ Client / Provider Look-Up and Query ❑ Referral Management (Create Referral and Manage Referral) ❑ Alerts and Notifications ■ Shared Analytics capabilities including but not limited to: ❑ Static and Dynamic Reporting ❑ Graphical Reports ❑ User Defined Reports and Views ❑ Exporting Data ❑ Analysis Tools		X
IE Solution		
■ Leverage EAF shared functionality on the HSE Platform ■ Integrated Eligibility capabilities, including but not limited to: ❑ Intake and Admission ❑ Appeals ❑ Grievance ❑ Benefits Management (Issue and Track Benefits, Spend down, Benefit Recovery- includes the activities required to identify and investigate any discrepancies between level of benefit a Client is receiving and should receive) ❑ Assessments and Interviews ❑ Scheduling ■ Administration, including but not limited to ❑ Caseload Management ❑ Workflow Management	X	

■ Ongoing Rules Configuration for HBE, Medicaid and S-CHIP MAGI Eligibility Rules ■ Potential Addendum for Rules authoring for other VT Public Assistance Programs. ■ Rules Management for Medicaid and S-CHIP MAGI Eligibility Rules and Other VT Public Assistance Programs ■ Data Sharing and Case Collaboration for Integrated Eligibility, including but not limited to: ❑ Integrated Eligibility and HSE-wide Alerts and Notifications, ❑ Master Client Index ❑ Master Provider Index - Provider and Resource Directories ❑ Case Collaboration/Management for IE program ❑ Referral management ■ Shared Analytics for Integrated Eligibility, including but not limited to: ❑ IE Reporting and Analytics ❑ Program Integrity and Fraud, Waste and Abuse Detection ❑ QC samples, Time studies for Cost Allocation		
Health Benefits Exchange		
■ Eligibility Automation Foundation ■ Consumer engagement and assistance ■ Enrollment ■ Plan Management ■ Risk Adjustment and Re-insurance ■ SHOP ■ Financial Management ■ Initial and Ongoing Rules Configuration, Testing, Deployment for HBE ■ Initial Rules Configuration for Medicaid and S-CHIP MAGI Eligibility Rules in OPA		**X**
Other Key Functionality		
■ Eligibility Determination Functionality – EAF Business Service ❑ Screening, Application and		**X**

Determination for Medicaid Expansion/MAGI and CHIP in OPA		
■ Additional Eligibility Determination Functionality / Configuration – Enhanced EAF Business Service ❑ Screening, Application and Determination for all other remaining Medicaid Programs in OPA		**X**
■ Additional Eligibility Determination Functionality / Configuration – Enhanced Eligibility Automation Foundation Business Service ❑ Screening, Application and Determination for Non-Healthcare Programs in OPA		**X**

Amended Text:

Table 9. Summary of HSE Functional Requirements

Key Business and Service Delivery Functionality	In Scope for this RFP
HSE SOA Platform	
■ Collaboration Capabilities including but not limited to: ❑ Client Consent ❑ Case Collaboration / Service Coordination (Secure Message, Shared Case Note) ❑ Client / Provider Look-Up and Query ❑ Referral Management (Create Referral and Manage Referral) ❑ Alerts and Notifications ■ Shared Analytics capabilities including but not limited to: ❑ Static and Dynamic Reporting ❑ Graphical Reports ❑ User Defined Reports and Views ❑ Exporting Data ❑ Analysis Tools	**Yes**
IE Solution	
■ Leverage EAF shared functionality on the HSE Platform ■ Integrated Eligibility capabilities, including but not limited to: ❑ Intake and Admission ❑ Appeals	**Yes**

❑ Grievance ❑ Benefits Management (Issue and Track Benefits, Spend down, Benefit Recovery- includes the activities required to identify and investigate any discrepancies between level of benefit a Client is receiving and should receive) ❑ Assessments and Interviews ❑ Scheduling ■ Administration, including but not limited to ❑ Caseload Management ❑ Workflow Management ■ Ongoing Rules Configuration for HBE, Medicaid and CHIP MAGI Eligibility Rules ■ Rules authoring for other VT Public Assistance Programs. ■ Rules Management for Medicaid and CHIP MAGI Eligibility Rules and Other VT Public Assistance Programs ■ Data Sharing and Case Collaboration for Integrated Eligibility, including but not limited to: ❑ Integrated Eligibility and HSE-wide Alerts and Notifications, ❑ Master Client Index ❑ Master Provider Index - Provider and Resource Directories ❑ Case Collaboration/Management for IE program ❑ Referral management ■ Shared Analytics for Integrated Eligibility, including but not limited to: ❑ IE Reporting and Analytics ❑ Program Integrity and Fraud, Waste and Abuse Detection ❑ QC samples, Time studies for Cost Allocation	
Health Benefits Exchange	
■ Consumer engagement and assistance ■ Enrollment ■ Plan Management ■ Risk Adjustment and Re-insurance ■ SHOP ■ Financial Management ■ Initial and Ongoing Rules Configuration, Testing, Deployment for HBE ■ Initial Rules Configuration for Medicaid and CHIP MAGI Eligibility Rules in OPA	**No**
Other Key Functionality	
■ Eligibility Determination Functionality – EAF Business Service ❑ Screening, Application and Determination for Medicaid Expansion/MAGI and CHIP in OPA	**Yes**
■ Additional Eligibility Determination Functionality / Configuration –	**Yes**

Enhanced EAF Business Service ❑ Screening, Application and Determination for all other remaining Medicaid Programs in OPA	
■ Additional Eligibility Determination Functionality / Configuration – Enhanced Eligibility Automation Foundation Business Service ❑ Screening, Application and Determination for Non-Healthcare Programs in OPA	**Yes**

i. Change 9 – Summary of Non-Functional requirements

Addendum No.:	5	**Title:**	Integrated Eligibility Solution Design, Development, and Implementation
Original Proposal Section and Page Reference:	Section 2.3.3 Summary of Non-Functional Requirements, Page 35		
Change Made and Reason:	Updated Non-Functional Requirements to include HSE Platform and EAF		

Original Text to be Changed:

The Integrated Eligibility RFP includes three sets of non-functional requirements categories.

The first set is those that require direct responses as part of this RFP:

1. Architecture / Policy Requirements
2. Integrated Eligibility Solution Requirements
3. Implementation Requirements
4. Operations Requirements

The second set of requirements refers to overall architecture and implementation, and to the need to address the CMS Seven Standards and Conditions. Each category has been divided into subcategories as detailed below. Each subcategory has its own tab in the Non-Functional Requirements Excel workbook that is the mandatory RFP submission of Template I - Non-Functional Requirements.

- Architecture / Policy Requirements
  - ❑ A1. Service Oriented Architecture – Use of Service Oriented Architecture design principles and approaches
  - ❑ A2. Interoperability / Interfaces – Provision for compliance with interoperability standards and interfaces with internal and external systems
  - ❑ A3. Scalability and Extensibility – Solution will need to be highly scalable and highly flexible and extensible for ease of maintenance and response to changing future needs and technologies
  - ❑ A4. Performance – The solution has to perform to specific standards for different type of transactions and user requests
  - ❑ A5. Regulatory / Policies – The solution will have to address a number of State and Federal regulations and policies as highlighted in this section
  - ❑ A6. Audit / Compliance - Comprehensive audit trail and compliance alerts
  - ❑ A7. Usability – Highly user friendly system that leverages the UX2014 standards as well as the results of the Web Portal user Experience design

RFP and complies with Federal accessibility requirements

- Integrated Eligibility Solution Requirements
  - ❑ E1. Integrated Eligibility – All specific requirements related to the Integrated Eligibility solution except screening, application and determination
- Implementation Requirements – All common design, development and implementation requirements related to all solution implementation activities
  - ❑ I1. Project Management
  - ❑ I2. Environment Installation and Configuration
  - ❑ I3. Knowledge Transfer & Training
  - ❑ I4. Design, Development & Customization
  - ❑ I5. Deployment
  - ❑ I6. Quality Management
- Operations Requirements - All common operations and support requirements related to all solutions being deployed
  - ❑ O1.Production Support & Transition
  - ❑ O2.Defect Resolution and Solution Acceptance
  - ❑ O3.Solution Administration
  - ❑ O4.Solution Management

Finally, there are a set of technical requirements for the VT HSE Platform that are included in the mandatory AHS IE RFP response Template I Non-Functional Requirements document for which the Vendor does not have to provide a response, but are provided to give the vendor as much information as possible regarding the platform on which the Integrated Eligibility solution will be deployed.

- Eligibility Automation Foundation Requirements
  - ❑ D1. Eligibility Automation Foundation (Screening, Application and Determination)
- Product Requirements – Specific requirements around the following technology products have been defined in the HSE Platform Non-Functional Requirements Workbook in the Products category
  - ❑ P1. Enterprise Service Bus
  - ❑ P2. Data Integration / Extract, Transform, Load (ETL)
  - ❑ P3.Master Data Management (MDM)
  - ❑ P4. Security
  - ❑ P5. Consent Management
  - ❑ P6. Business Intelligence / Reporting
  - ❑ P7. Rules Engine
  - ❑ P8. Portal
  - ❑ P9. Application Server
  - ❑ P10. Database Management System
  - ❑ P11. SOA Governance Infrastructure
  - ❑ P12. Case Management / Business Process Management
  - ❑ P13. Transaction Monitoring / Logging
  - ❑ P14. Document Management
- Shared Analytics – All non-functional requirements related to the Shared Analytics and Reporting solution
  - ❑ S1. Architecture and Design
  - ❑ S2. Metadata and Quality

- ❑ S3. Availability, Connectivity, Scalability and Compliance
- ❑ S4. Deployment, Application Support and Administration

Amended Text:

The Integrated Eligibility RFP includes Six categories of non-functional requirements categories.

These categories require direct responses as part of this RFP:

1. Architecture / Policy Requirements
2. Integrated Eligibility Solution Requirements
3. Implementation Requirements
4. Operations Requirements
5. Product Requirements
6. Shared Analytics

Each category has been divided into subcategories as detailed below. Each subcategory has its own tab in the Non-Functional Requirements Excel workbook that is the mandatory RFP submission of Template I - Non-Functional Requirements. As part of this addendum this template has been replaced by a revised version.

- Architecture / Policy Requirements
  - ❑ A1. Service Oriented Architecture – Use of Service Oriented Architecture design principles and approaches
  - ❑ A2. Interoperability / Interfaces – Provision for compliance with interoperability standards and interfaces with internal and external systems
  - ❑ A3. Scalability and Extensibility – Solution will need to be highly scalable and highly flexible and extensible for ease of maintenance and response to changing future needs and technologies
  - ❑ A4. Performance – The solution has to perform to specific standards for different type of transactions and user requests
  - ❑ A5. Regulatory / Policies – The solution will have to address a number of State and Federal regulations and policies as highlighted in this section
  - ❑ A6. Audit / Compliance - Comprehensive audit trail and compliance alerts
  - ❑ A7. Usability – Highly user friendly system that leverages the UX2014 standards and complies with Federal accessibility requirements
- Integrated Eligibility Solution Requirements
  - ❑ E1. Integrated Eligibility – All specific requirements related to the Integrated Eligibility solution
- Implementation Requirements – All common design, development and implementation requirements related to all solution implementation activities
  - ❑ I1. Project Management
  - ❑ I2. Environment Installation and Configuration
  - ❑ I3. Knowledge Transfer & Training
  - ❑ I4. Design, Development & Customization
  - ❑ I5. Deployment
  - ❑ I6. Quality Management
- Operations Requirements - All common operations and support requirements related to all solutions being deployed

- ❑ O1. Production Support & Transition
- ❑ O2. Defect Resolution and Solution Acceptance
- ❑ O3. Solution Administration
- ❑ O4. Solution Management

- Product Requirements – Specific requirements around the following technology products have been defined in the HSE Platform Non-Functional Requirements Workbook in the Products category
  - ❑ P1. Enterprise Service Bus
  - ❑ P2. Data Integration / Extract, Transform, Load (ETL)
  - ❑ P3. Master Data Management (MDM)
  - ❑ P4. Security
  - ❑ P5. Consent Management
  - ❑ P6. Business Intelligence / Reporting
  - ❑ P7. Rules Engine
  - ❑ P8. Portal
  - ❑ P9. Application Server
  - ❑ P10. Database Management System
  - ❑ P11. SOA Governance Infrastructure
  - ❑ P12. Case Management / Business Process Management
  - ❑ P13. Transaction Monitoring / Logging
  - ❑ P14. Document Management
- Shared Analytics – All non-functional requirements related to the Shared Analytics and Reporting solution
  - ❑ S1. Architecture and Design
  - ❑ S2. Metadata and Quality
  - ❑ S3. Availability, Connectivity, Scalability and Compliance
  - ❑ S4. Deployment, Application Support and Administration

j. Change 10 – Integration with the Health Benefits Exchange Platform Solution

Addendum No.:	5	**Title:**	Integrated Eligibility Solution Design, Development, and Implementation
Original Proposal Section and Page Reference:	Section 2.3.4 Integration with the Health Benefits Exchange Platform Solution, Page 37		
Change Made and Reason:	Updated the description of integration required initially and eventually		
Original Text to be Changed:			
The State of Vermont requires points of entry across multiple channels for a “no wrong door” approach for clients with needs qualifying for health and human service government benefits. Both the IE solution and the HBE business system for Vermont are being deployed on the Health Services Enterprise Platform as will be the future MMIS solution. Vermont envisions a number of specific points of integration between the Integrated Eligibility Solution and the HBE Solution that require “direct”			

involvement and/or "support" from the IE Vendor:

- A common client index (enterprise master person index) such that all clients have a single identity across both systems facilitating the ability of clients to move between systems and client data to be shared between the systems (direct role)
- Integration at the portal such that clients can start by applying to the Exchange for subsidized health insurance or applying to the State for Medicaid or other healthcare benefits programs and will be efficiently routed to the systems and application processes most appropriate to their circumstances (support role)
- Specific client status for eligibility can be shared between the systems (direct role)
- A shared rules engine and repository such that both systems can use the same infrastructure for rules unique to each system and some specific rules are actually shared and used by both systems (support role)
- Both the IE and HBE solutions provide data to and use the capabilities and services of the HSE Platform Shared Analytics Infrastructure. They provide data that is integrated and aggregated to provide the basis for reporting and analytics across all Health Services Enterprise programs (direct role)

Amended Text:

The State of Vermont requires points of entry across multiple channels for a "no wrong door" approach for clients with needs qualifying for health and human service government benefits. Both the IE solution and the HBE business system for Vermont are being acquired and deployed in parallel on very tight deadlines.

In order to allow these projects to focus on these deadlines, the State is seeking initially to minimize dependency between these projects. In order to meet the core business process integration requirements, the IE Solution must support the following assumptions and integration capabilities initially:

- There can be two independent user interfaces (and user experiences) one for IE and one for HBE, potentially accessible from a single landing page
- Where a user enters an application into the HBE solution and is identified as potentially eligible for Medicaid or another healthcare program, there will be integration between to the HBE System, ACCESS and the new IE solution to streamline and enable the application data and to feed a more robust eligibility determination process, for example:
  - ❑ Sharing the details of an application between systems so that the applicant is not expected to re-enter these details
  - ❑ Cross checking client records between systems to improve integrity and expose "double dipping"
- Where equivalent eligibility rules are implemented on both the HBE and IE systems (e.g. rules related to "MAGI Eligibility") these rules may be maintained independently and synchronized by manual processes even where the same rules engine is deployed by both systems

By the conclusion of the IE deployment project (and within the scope of the work that will result from this RFP but not part of the initial fixed-price bid), and ideally by the end of Phase 3, both the IE solution and the HBE business system for Vermont must be integrated on the Health Services Enterprise Platform, as will be the future MMIS solution. The State is encouraging vendors to propose an

approach and solution set that will expedite the future integration of the HBE on the HSEP.

Vermont envisions a number of specific points of integration between the Integrated Eligibility Solution and the HBE:

- A common client index (enterprise master person index) such that all clients have a single identity across both systems facilitating the ability of clients to move between systems and client data to be shared between the systems
- Integration at the portal, or ideally one common portal technology and deployment for all benefits, such that clients can start by applying to the Exchange for subsidized health insurance or applying to the State for Medicaid or other healthcare benefits programs and will be efficiently routed to the systems and application processes most appropriate to their circumstances Specific client status for eligibility can be shared between the systems. A shared rules engine and repository, such that both systems can use the same infrastructure for rules unique to each system, as well as rules that are actually shared and used by both systems
- Both the IE and HBE solutions provide data to, and use the capabilities and services of the HSE Platform Shared Analytics Infrastructure. They provide data that is integrated and aggregated to provide the basis for reporting and analytics across all Health Services Enterprise programs.

k. Change 11 – Proposed System Approach

Addendum No.:	5	**Title:**	Integrated Eligibility Solution Design, Development, and Implementation
Original Proposal Section and Page Reference:	Section 2.4.2 Proposed System Approach, Page 43		
Change Made and Reason:	Updated responsibilities		
Original Text to be Changed:			
The IE Vendor is expected to work collaboratively with the vendors that will be responsible for the other key components of the State's Health Services Enterprise as identified throughout this RFP. The HSE Platform Project work stream will deploy all of the software infrastructure needed to run a robust SOA infrastructure and application platform for the State of Vermont. Another work stream will focus on developing a shared business service referred to as "Eligibility Automation Foundation" (EAF) that will provide an enterprise set of shared services for Screening, Application, and Determination that will be shared by the HBE and the new IE Solution. The IE Vendor can assume that the combination of the HSEP and EAF projects will build and deliver the primary citizen self-service "Benefits Portal" for all Vermonters, and will perform all screening, application and determination functions for all healthcare and non-healthcare programs (as described in Table 2) in Vermont over time. The primary			

focus of the IE Vendor is to develop and deliver a fully functional IE Solution for the business processes and functionality defined in this RFP, leveraging the HSEP including the EAF shared functionality.

The State of Vermont intends to award a single contract to a Vendor or a team of Vendors for the new IE Solution. The State is interested in proposals that demonstrate an integrated team approach with a single prime Vendor and additional Vendors subcontracted to the prime. Through its response to this RFP, the Vendor is expected to demonstrate an approach and solution that will provide a flexible and interoperable solution for the design, development, and implementation of an Integrated Eligibility System that will fit within the vision for the State's enterprise approach to technology for Vermont's health and human services programs.

The IE Solution must be a Service Oriented Architecture Web-based solution hosted at a secure location in the United States during the design, development, and implementation phase. This RFP seeks to procure hosting services for the solution's development, testing/verification, training, certification (together non-production), and optionally the production and disaster recovery environments.

The State requires that an Oracle Platform be used for all Oracle products. The Vendor shall, at the State's option, also provide infrastructure support and management, as well as application maintenance and operations (M&O) in production from the first deployment date for a period of two (2) years, with the potential for two (2) additional one (1) year contract extensions.

For the integrated solution, the selected IE Solution Vendor will be responsible to leverage and consume the services of the HSE Platform (i.e., hardware, software, network components and other infrastructure elements) that will be installed and deployed by a Vendor TBD.

The IE Solution project must follow a software development approach, principles and practices, that include early and continuous delivery of error free, fully tested software, regular collaboration between business subject matter experts and developers, and iterative functionality reviews to assure the State's business needs are met.

The development process must also conform to federal requirements under the Enterprise Life Cycle (ELC) Phase, and support the State through the CMS Gate Review process (See link to this process - http://cciio.cms.gov/resources/files/hie-establishment-review-process.pdf).

The IE Solution must be designed to maximize opportunities for automation and minimize the need for human input or intervention. The solution must be easily configurable. The IE Vendor will design and configure the solution so that changes can be implemented quickly and with the least possible involvement of IT or technical support.

The IE Vendor is expected to propose a solution that reuses components and capabilities from existing Vermont projects as well as other states and the federal government, and to build a solution that is itself reusable. The Vendor's proposal must include specific opportunities to reuse functional components, operational capacities, or business rules from other sources and must recommend strategies to reduce build and operational costs by sharing components and capabilities

with other states as much as possible.

Amended Text:

The State of Vermont intends to award a single contract to a Vendor or a team of Vendors for the new IE Solution Scope of Work which includes the HSEP and EAF components. The State is interested in proposals that demonstrate an integrated team approach with a single prime Vendor and additional Vendors subcontracted to the prime. Through its response to this RFP, the Vendor is expected to demonstrate an approach and solution that will provide a flexible and interoperable solution for the design, development, and implementation of an Integrated Eligibility System and HSE Platform (HSEP) that will fit within the vision for the State's enterprise approach to technology for Vermont's health and human services programs. The State is also encouraging effective and creative approaches and solution sets that can expedite the future integration of the HBE onto the HSEP.

The IE Solution must be a Service Oriented Architecture Web-based solution running on the HSEP. The State's preference is for an Oracle SOA stack. Both the IE Solution and the HSEP must be hosted at a secure location in the United States during and after the design, development, and implementation phase. This RFP seeks to procure hosting services for the solution's development, testing/verification, training, certification (together non-production), and optionally, the production and disaster recovery environments.

The State requires that the proposed solution(s) adhere to the published State architecture and technology standards. Any deviation from standards must be accompanied with a detailed justification and the anticipated benefits to the State from investment in the proposed alternative. The Vendor shall, at the State's option, also provide infrastructure support and management, in production from the first deployment date for a period of two (2) years, with the potential for two (2) additional one (1) year contract extensions. This is in addition to the application maintenance and operations (M&O) requirements described in this RFP.

The IE Solution project must follow a software development approach, principles and practices, that include early and continuous delivery of error free, fully tested software, regular collaboration between business subject matter experts and developers, and iterative functionality reviews to assure the State's business needs are met.

The development process must also conform to federal requirements under the Enterprise Life Cycle (ELC) Phase, and support the State through the CMS Gate Review process (See link to this process - http://cciio.cms.gov/resources/files/hie-establishment-review-process.pdf).

The IE Solution must be designed to maximize opportunities for automation and minimize the need for human input or intervention. The solution must be easily configurable. The IE Vendor will design and configure the solution so that changes can be implemented quickly and with the least possible involvement of IT or technical support.

The IE Vendor is expected to propose a solution that reuses components and capabilities from existing Vermont projects as well as other states and the federal government, and to build a solution that is itself reusable. The Vendor's proposal

must include specific opportunities to reuse functional components, operational capacities, or business rules from other sources and must recommend strategies to reduce build and operational costs by sharing components and capabilities with other states as much as possible.

The IE Vendor is expected to work collaboratively with other vendors that will be responsible for the other key components of the State's Health Services Enterprise as identified throughout this RFP (e.g. the HBE System and MMIS vendors).

I. Change 12 – Preferred Migration Approach

Addendum No.:	5	**Title:**	Integrated Eligibility Solution Design, Development, and Implementation
Original Proposal Section and Page Reference:	Section 2.4.2.1 Preferred Migration Approach, Page 44		
Change Made and Reason:	Updated IE Vendor Responsibilities		

Original Text to be Changed:

The State of Vermont explored a number of alternatives regarding the retirement of ACCESS and the incremental migration of ACCESS to the new IE Solution and the required interaction between ACCESS, HBE, the HSE Platform, EAF and the new IE Solution. As a result of this analysis, the State has selected its preferred migration approach to be as follows:

- The HSE Portal (to be developed by through a separate work stream) will serve as the foundation for the primary self-service user interface (Benefits Portal) for Vermont's health and human services programs including the HBE and the programs currently supported by ACCESS and the envisioned IE Solution.
- All applicant data collected and processed will be managed by the HSE/HBE solution and when appropriate sent on to ACCESS via a Web service interface until the new IE solution is developed and deployed.

Table 10 below provides the anticipated delineation of responsibilities between the vendor(s) responsible for the HSE Platform, EAF and HBE and the selected IE Vendor for the preferred alternative. In addition, Appendix 3 provides the "Account Transfer" Business Service Definition.

Table 10. Delineation of Responsibilities for Preferred Migration Alternative

HSE Platform, EAF and HBE Vendor(s) Responsibilities	IE Vendor Responsibilities
■ Develop and implement external User Interface in WebCenter for both HBE as well as all other VT health and human services programs currently supported by ACCESS	■ Remediation of ACCESS to send, receive and process Web Service calls and ensure its integration with the WebCenter Portal, EAF and HBE

■ Develop and implement HBE internal user (State Worker) interface in Siebel Portal, while being presented within WebCenter ■ Develop a single streamlined Eligibility Automation Foundation (EAF) Screening, Application and Determination business service / functionality for all health and human services programs, currently supported by ACCESS, and developed on HSE with the user interface presented in WebCenter ■ Develop the interfaces to the Federal Data Hub and other data sources required for the HBE and EAF Business Service operations, while the IE Solution vendor would be responsible for the balance of required IE System interfaces using the same HSE infrastructure for data verifications ■ Author, test and deploy MAGI and S-CHIP eligibility rules	■ Healthcare programs to be migrated off of ACCESS onto the new IE Solution by December 2014 ■ Non-healthcare programs to be migrated by December 2015 or as soon as possible thereafter (except for Child Support functionality) ■ After deployment of the new IE Solution, ACCESS and new IE Solution will share data via Web services and/or an appropriate batch interface(s) ■ During transition ACCESS to be modified to send, receive and process a Web Service call similar to the CMS' "Account Transfer" (real-time or near real-time) until the full new IE Solution is deployed in phases ■ Develop the required IE System interfaces using the same HSEP infrastructure for data verifications (see Vendor TBD Federal Data Hub requirement) ■ The State is considering a potential Addendum to this RFP for the IE Vendor to: ❑ Author, test and deploy eligibility rules for all programs except MAGI and S-CHIP ❑ Provide training and mentoring to State personnel responsible for rules authoring, configuration and management after initial phase deployment by the IE Vendor

Amended Text:

The State of Vermont explored a number of alternatives regarding the retirement of ACCESS and the incremental migration of benefit programs from ACCESS to a new IE Solution and the required interaction between ACCESS, HBE, the HSE Platform, EAF and the new IE Solution. As a result of this analysis, the State has selected a preferred migration approach to be as follows:

- The HSE Portal will eventually serve as the foundation for the primary self-service user interface (Benefits Portal) for Vermont's health and human services programs including the HBE and the programs currently supported by ACCESS and the envisioned IE Solution.
- Health Insurance Exchange applicant data collected and processed will be

managed by the HBE solution and, when appropriate, sent on to ACCESS or the new IE solution via a Web service interface.

Table 10 below provides the anticipated delineation of responsibilities between the vendor(s) responsible for the HBE and the selected IE Vendor. In addition, Appendix 3 provides the "Account Transfer" Business Service Definition.

Table 10. Delineation of Responsibilities for Preferred Migration Approach

HBE Vendor(s) Responsibilities	IE Vendor Responsibilities
■ Develop and implement HBE user interface in the proposed Portal solution ■ Develop the interfaces to the Federal Data Hub and other data sources required for the HBE, while the IE Solution vendor would be responsible for the balance of required IE System interfaces using the same HSE infrastructure for data verifications	■ Remediation of ACCESS to send, receive and process Web Service calls and ensure its integration with EAF, new IE Solution and HBE ■ Develop a single streamlined Eligibility Automation Foundation (EAF) Screening, Application and Determination business service / functionality for all health and human services programs currently supported by ACCESS on HSE with the user interface presented in the HSEP Portal; This will be utilized by the HBE after program and system stabilization and prior to December 2015 ■ Author, test and deploy the ACA MAGI and CHIP eligibility rules on the EAF business service prior to December 2015 ■ Develop and deploy HSE Platform infrastructure and functionality in time to enable VT to meet critical CMS deadlines ■ Healthcare programs to be migrated from ACCESS to the new IE Solution by December 2014 ■ Non-healthcare programs to be migrated by December 2015 or as soon as possible thereafter (except for Child Support functionality) ■ After deployment of the new IE ■ Solution, ACCESS and new IE Solution will share data via Web services and/or an appropriate batch interface(s) ■ During the transition of State Programs from ACCESS to the new

	IE Solution, modify ACCESS to send, receive and process a Web Service call similar to the CMS "Account Transfer" (real-time or near real-time) if required by the business process, until the new IE Solution is fully deployed in phases ■ Develop the required IE System interfaces using the HSEP infrastructure for data verifications	

m. Change 13 – HBE and IE Phased Milestone Deployment Approach

Addendum No.:	5	**Title:**	Integrated Eligibility Solution Design, Development, and Implementation
Original Proposal Section and Page Reference:	Section 2.4.2.2 HBE and IE Phased Milestone Deployment Approach, Page 45		
Change Made and Reason:	Updated Responsibilities		

Original Text to be Changed:

Building on the HSE Platform, the State of Vermont anticipates that the HBE and IE Solution shall be implemented in four phases. It is the State's expectation and requirement that all Eligibility Programs supported by ACCESS will be migrated to the new IE Solution by December of 2015, and for Eligibility functions of ACCESS to be retired at the end of this period with the exception of CSE.

Phase 1 - October 2013

In Phase 1, the HBE Solution work stream will be the responsibility of another vendor and will be able to support consumer pre-enrollment in the Qualified Health Plans by October 2013 as required by Federal law. The following are the tactical objectives that must be met in Phase 1 (see Figure 5):

- HSE SOA Platform and Shared Services components will be established by another vendor
- Rules Engine using OPA will be configured by a vendor other than the IE Solution vendor for the HBE, and initial Rules for Medicaid MAGI, and S-CHIP
- Functionality will be developed through the services of a vendor other than the IE Solution Vendor to support external users' (e.g., Vermonters, Brokers, Navigators, Employers, etc.) pre-enrollment activities in the State's Qualified Health Plans. This work stream will also focus on implementing, the shared EAF functionality for Screening, Application and Determination for HBE, Medicaid MAGI, and S-CHIP using a single application form and a common intake process. It is the State's expectation that other Vermont health and human services programs will also use the expanded EAF shared business functionality.
- IE Solution Vendor will demonstrate the prototype of the remediated VT ACCESS

system that is able to send and receive applicant or participant demographics and status data to and from the HBE /HSE Platform, and handle the remaining Eligibility functions beyond determination (e.g., Benefit Issuance, Case Management, Financial Management, Dispute Handling, etc.) in ACCESS via Web Services integration of the two platforms during the SDLC activities necessary to migrate eligibility programs from ACCESS to the new IE Solution. The State's assumption is that in Phase 1 all functions that occur after determination of eligibility based on MAGI rules in the newly developed EAF business service will be handled in ACCESS.

- A future Vendor, to be determined by the State per issuance of Premium Processing RFP, will be responsible for providing premium processing, including invoicing, collection, remittance and reconciliation capabilities, for the State's federally mandated HBE and later on the public health programs, including but not limited to, Medicaid, VPharm and Dr. Dynasaur

Figure 5. Vermont Integrated Eligibility Environment by October 2013

Phase 2 – January 2014

The following are the tactical objectives that must be met in Phase 2 (see Figure 6):

- The HSEP vendor will develop HSE Portal as a single Benefit Portal for the State
- The EAF vendor will develop the capability for MAGI Eligibility Determination or
- Assessment to be sent to ACCESS via "Account Transfer" Web Service
- The IE Solution Vendor will release into production the remediated VT ACCESS system that is able to send and receive applicant or participant demographics and status data to and from the HBE /HSE Platform, and handles the remaining Eligibility functions beyond determination (e.g., Benefit Issuance, Case Management, Dispute Handling, etc.) for Medicaid MAGI and CHIP applicants in ACCESS via Web Services integration of the two platforms
- IE Vendor will utilize as much functionality from the HSE Platform as possible when available

Figure 6. Vermont Integrated Eligibility Environment by January 2014

Phase 3- October-December 2014

In Phase 3 the first release of the new IE system will be deployed and shall support the full range of the State of Vermont Healthcare (Medicaid) programs. The following are the tactical objectives that must be met in Phase 3 (see Figure 7):

- The EAF vendor will develop the enhanced EAF business service that is able to handle screening, application and determination for all healthcare programs.
- IE Solution Vendor will complete the development and deployment of full healthcare Integrated Eligibility functionality in the new IE Solution, leveraging the EAF business service exposed through the HSE Platform.
- IE Solution Vendor will complete the migration from OnBase to the new

WebCenter Content based ECM Solution for Medicaid

- IE Solution Vendor will remediate ACCESS to allow for separation and migration of all healthcare Programs from ACCESS to the new IE Solution.

Figure 7. Vermont Integrated Eligibility Environment at The End Of Phase 3

Phase 4 – December 2015

In Phase 4, the IE Solution will be expanded to support all Vermont Health and Human Services Programs that require eligibility determination and our supported by the current ACCESS legacy system, with the exception of CSE. The following are the tactical objectives that must be met in Phase 4 (see figure 8):

- The State is considering a potential Addendum to this RFP for the IE Solution Vendor to author, test and deploy all eligibility rules (with exception of MAGI and S-CHIP) on the OPA Rules Engine through the EAF shared functionality on the HSEP.
- IE Solution Vendor will migrate all other ACCESS functionality included in agreed upon programs onto the new IE Solution
- IE Solution Vendor will complete the migration to the WebCenter Content based ECM Solution for All ACCESS Programs except CSE

Figure 8. Vermont Integrated Eligibility Environment at The End of Phase 4

Amended Text:

Building on the HSE Platform (HSEP), the State of Vermont anticipates that the HBE and IE Solution shall be implemented in four phases. It is the State's expectation and requirement that all Eligibility Programs supported by ACCESS will be migrated to the new IE Solution by December of 2015, and for Eligibility functions of ACCESS to be retired at the end of this period, with the exception of CSE.

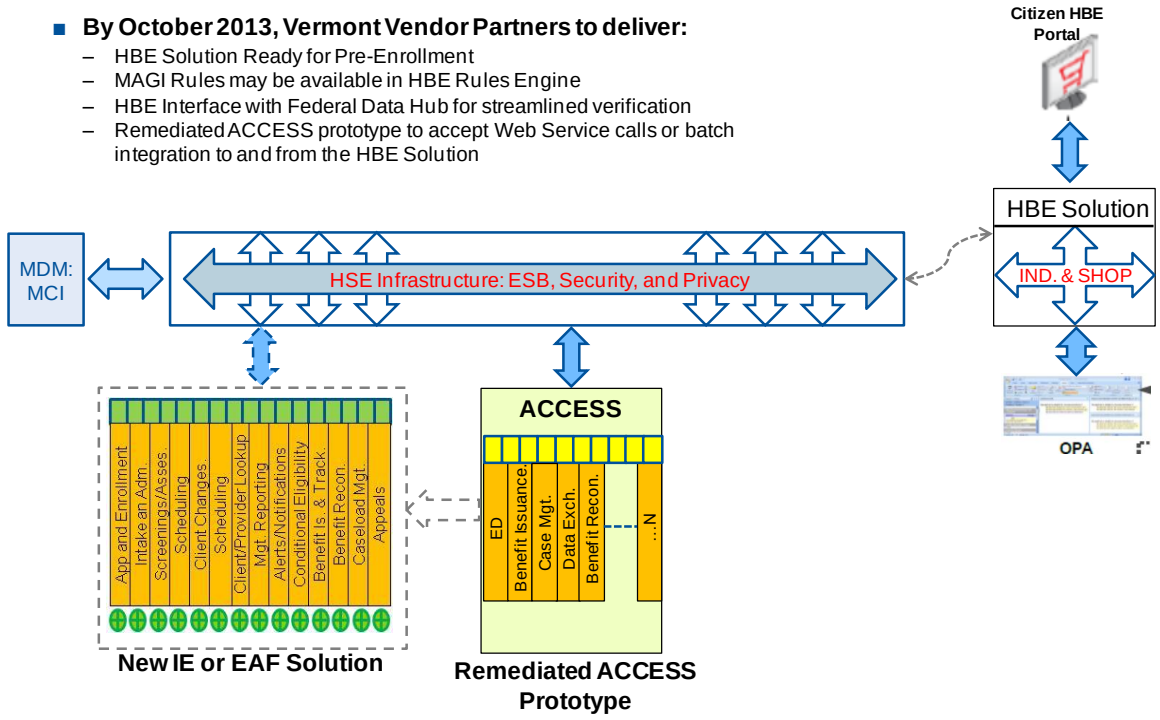
Phase 1 – By October 2013

In Phase 1, the HBE Solution work stream will be the responsibility of the HBE vendor (CGI/Exeter) and will be able to support consumer enrollment in the Qualified Health Plans by October 2013 as required by Federal law. The following are the tactical objectives that must be met in Phase 1 (see Figure 5):

- HSEP SOA infrastructure and Shared technology and Technical Services components will be established by the IE vendor
- Functionality will be developed through the services of the HBE vendor to support external users' (e.g., Vermonters, Brokers, Navigators, Employers, etc.) pre-enrollment activities in the State's Qualified Health Plans.

- IE Solution Vendor will demonstrate the prototype of the remediated VT ACCESS system that is able to send and receive applicant or participant demographics and status data to and from the HBE via Web Services or a batch interface, based on the proposed solution approach.
- The IE Solution Vendor will author, test and deploy all eligibility rules (starting with of MAGI and CHIP in phase 1) on the Rules Engine for the EAF shared business service which is planned to be deployed on the HSE Platform.

Figure 5. Vermont Integrated Eligibility Environment by October 2013



Phase 2 – By January 2014

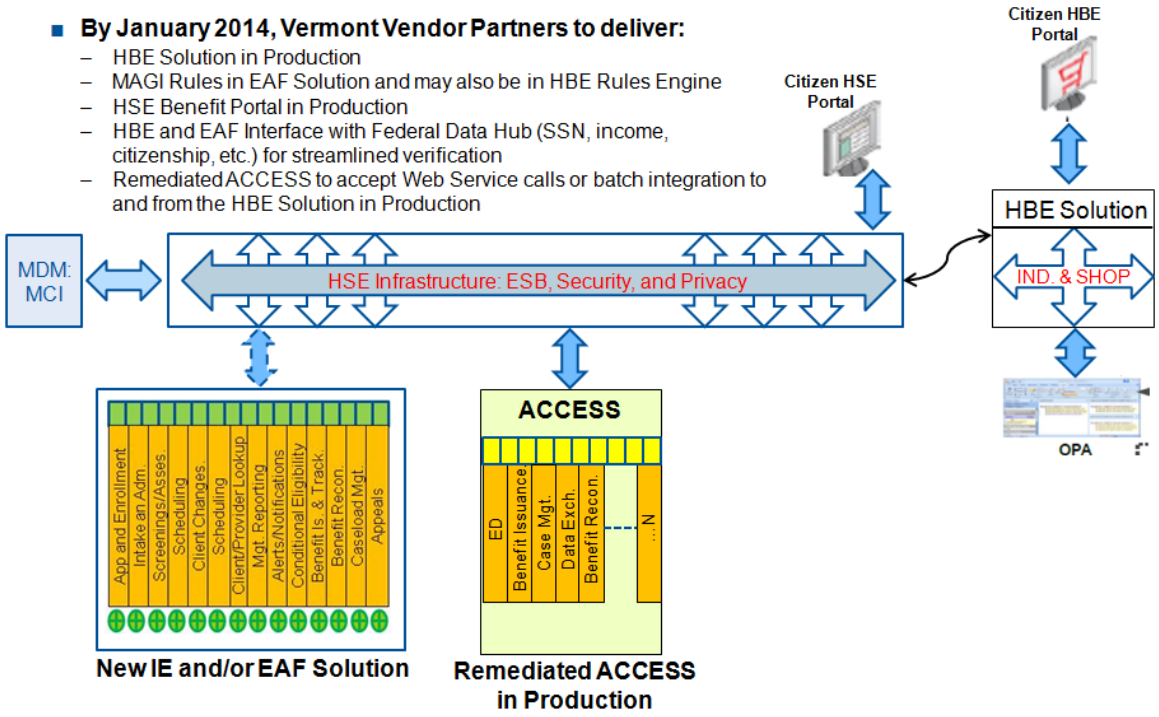
The following are the tactical objectives that must be met in Phase 2 (see Figure 6):

- The IE Solution Vendor will develop and deploy the capability for MAGI based Eligibility Determination for an applicant to be sent to ACCESS via "Account Transfer" Web Service or a batch interface for further processing, or alternatively be processed directly within the new IE Solution, depending on the proposed solution approach
- The IE Solution Vendor will release into production the remediated VT ACCESS system that is able to send and receive applicant or participant demographics and status data to and from the new IE Solution and/or the HBE, and can optionally handle any remaining Benefit Processing functions beyond eligibility determination (e.g., Benefit Issuance, Case Management, Dispute Handling, etc.) for Medicaid MAGI and CHIP applicants in ACCESS, if the new IE Solution is not

yet available to handle these functions

- IE Vendor will fully leverage the technology infrastructure and functionality of the HSE Platform whenever possible

Figure 6. Vermont Integrated Eligibility Environment by January 2014



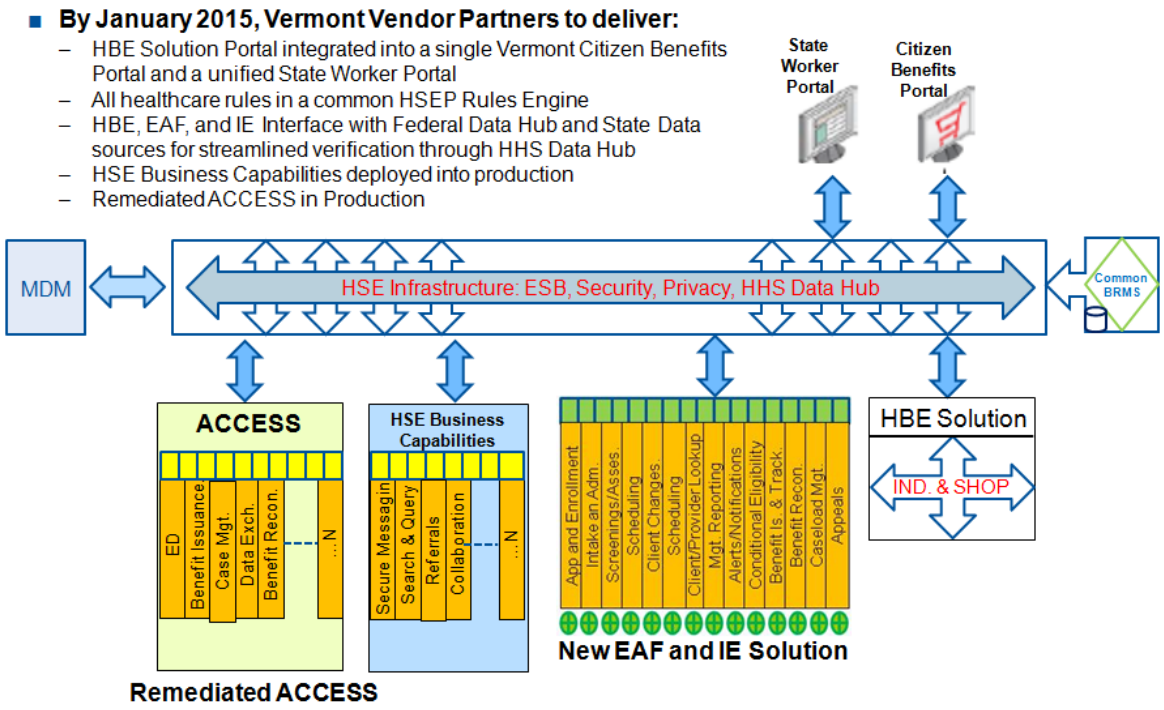
Phase 3 – By October-December 2014

By the end of Phase 3, the new IE system shall support the full range of the State of Vermont Healthcare (Medicaid) programs. The following are the tactical objectives that must be met in Phase 3:

- The IE vendor will develop and deploy the HSEP Portal as a single Benefit Portal for the State
- The IE Solution Vendor will develop the EAF business service that is able to handle screening, application and determination for all healthcare programs and the HBE.
- The IE Solution Vendor will author, test and deploy all remaining healthcare eligibility rules on the Rules Engine for the EAF shared business service, being deployed on the HSE Platform.
- IE Solution Vendor will complete the development and deployment of full healthcare Integrated Eligibility functionality in the new IE Solution, leveraging the EAF business service that is developed and exposed through the HSE Platform.
- IE Solution Vendor will complete the migration from OnBase to the new ECM Solution deployed as part of the HSEP

- IE Solution Vendor will remediate ACCESS to allow for separation and migration of all healthcare Programs from ACCESS to the new IE Solution.
- A future Vendor, to be determined by the State, per issuance of Premium Processing RFP, will be responsible for providing premium processing, including invoicing, collection, remittance and reconciliation capabilities, for the State's federally mandated HBE and later on the public health programs, including, but not limited to, Medicaid, VPharm and Dr. Dynasaur.

Figure 7. Vermont Integrated Eligibility Environment at The End Of Phase 3

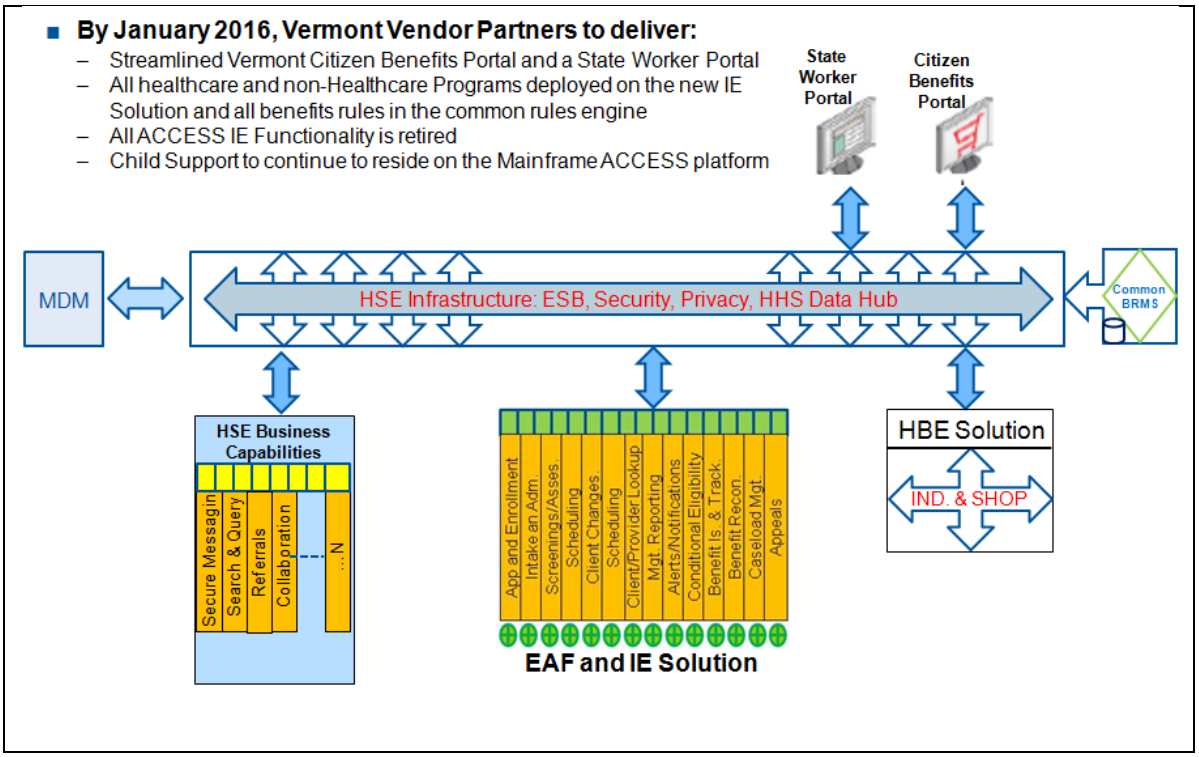


Phase 4 – By December 2015

In Phase 4, the IE Solution will be expanded to support all Vermont Health and Human Services Programs that require eligibility determination and are supported by the current ACCESS legacy system, with the exception of CSE. The following are the tactical objectives that must be met in Phase 4

- The IE Solution Vendor will author, test and deploy all remaining non-healthcare eligibility rules on the Rules Engine for the EAF shared business service deployed on the HSE Platform
- IE Solution Vendor will migrate all other Eligibility Determination related ACCESS functionality included in agreed upon programs onto the new IE Solution
- IE Solution Vendor will complete the migration to the WebCenter Content ECM Solution for All ACCESS Programs, except CSE

Figure 8. Vermont Integrated Eligibility Environment at The End of Phase 4



n. Change 14 – Detailed Migration Plan

Addendum No.:	5	**Title:**	Integrated Eligibility Solution Design, Development, and Implementation
Original Proposal Section and Page Reference:	Section 2.4.2.3 Detailed Migration Plan, Page 49		
Change Made and Reason:	Responsibilities and the description of how components interact		

Original Text to be Changed:

The IE Solution Vendor must develop a Migration Plan to transition the State's programs supported by ACCESS (except Child Support Enforcement) to the new IE Solution using the HSE Platform's SOA enterprise infrastructure. The Migration Plan is a deliverable that must detail the requirements for integration between the new IE Solution, ACCESS, the HSE Platform, the EAF shared functionality for screening, application and determination, HBE, and other essential State systems.

The migration plan must include all touch points, along with appropriate roles and responsibilities to ensure that the systems are aligned and synchronized during the coexistence period of ACCESS, HSE Platform, EAF, HBE and the new IE System. The plan needs to include robust consideration of the citizen (applicant, recipient and beneficiary) and worker user experience to ensure that during the coexistence period the external users have a seamless and streamlined user

interface, and that there is minimal impact on State workers' productivity and workflow efficiency. The plan must include a strategy for each of the relevant IE solution implementation phases and associated implementation plans.

The migration plan must provide, at a minimum, a strategy for:

- All integration, interface and data synchronization transactions
- Data conversion plan for each phase
- Scheduling each of the migration activities
- Maintaining data integrity between the existing and new IE Solution
- Remediation of ACCESS deficiencies in those functions that will remain in ACCESS after 10/1/13
- Final retirement of all ACCESS eligibility functionality in alignment with the phased implementation approach

The CMS "Account Transfer" Business Service Definition has been included in Appendix 3 of this RFP to provide a representative sample of a business service integrating ACCESS and HBE via Web Services. The IE Vendor is expected to propose to conduct an appropriate number of working sessions with the Vermont Project team to define the required integration between the systems and ensure a robust and seamless user experience.

Amended Text:

The IE Solution Vendor must develop a detailed Migration Plan to transition the State's programs supported by ACCESS (except Child Support Enforcement) to the new IE Solution using the HSE Platform's SOA infrastructure. The Migration Plan is a deliverable that must detail the requirements for integration between the new IE Solution, ACCESS, the HSE Platform, the EAF shared functionality for screening, application and determination, HBE, and any other essential State systems.

The migration plan must include all touch points, along with appropriate roles and responsibilities, to ensure that the systems are aligned and synchronized during the coexistence period of ACCESS, HSE Platform, EAF, HBE and the new IE System. The plan needs to include robust consideration of the citizen (applicant, recipient and beneficiary) and worker user experience to ensure that after phase 3 the external users have a seamless and streamlined user interface, and that there is minimal impact on State workers' productivity and workflow efficiency. The plan must include a strategy for each of the relevant IE solution implementation phases and associated implementation plans.

The migration plan must provide, at a minimum, a strategy for:

- All integration, interface and data synchronization transactions
- Data conversion plan for each phase
- Scheduling each of the migration activities

- Maintaining data integrity between the existing and new IE Solution
- Remediation of ACCESS deficiencies in those functions that will remain in ACCESS after 10/1/13, if the proposed solution continues to rely on ACCESS for Benefit Processing
- Final retirement of all ACCESS eligibility functionality in alignment with the phased implementation approach

The CMS "Account Transfer" Business Service Definition has been included in Appendix 3 of this RFP to provide a representative sample of a business service integrating ACCESS and HBE via Web Services. The IE Vendor is expected to propose to conduct an appropriate number of working sessions with the Vermont Project team to define the required integration between the systems and ensure a robust and seamless user experience is achieved by the end of phase 3.

o. Change 15 – Proposed Approach To System Architecture

Addendum No.:	5	**Title:**	Integrated Eligibility Solution Design, Development, and Implementation
Original Proposal Section and Page Reference:	Section 2.4.2.4 Proposed Approach to System Architecture, Page 50		
Change Made and Reason:	Updated responsibilities		

Original Text to be Changed:

The new IE System must be designed with leverage and reuse in mind. One of the key goals of this initiative is to take advantage of common Commercial Off-The-Shelf (COTS) applications and infrastructure to shorten development and deployment time wherever possible, while preserving Vermont's ability to meet the required unique business, functional, as well as extensibility and scalability requirements.

Future Systems in Vermont need to leverage contemporary IT industry best practices and technology innovations such as Service Oriented and Event Driven Architectures (SOA and EDA), Component Based Development, Web Services Standards and the Internet to achieve its objectives in creating highly modular, reusable, configurable and agile Systems with relatively lower maintenance and enhancement costs. New systems will also need to leverage innovative ways to engage the existing and future participants through the adoption of self-service technologies.

The new IE Solution must leverage Composite Application Architecture principles and techniques. A Composite Application Architecture approach will allow Vermont to leverage both internal investments in automation as well as solutions being developed by the Vendor community to enable and drive its strategies. Vermont expects to create the infrastructure and the development approach and discipline needed to have a true plug and play application assembly environment.

The new environment needs to be able to take advantage of the development work completed by Vendors in other states. The State wants new systems be designed to provide feature rich applications that can be updated over the WAN and the Internet, and should deliver a consistent and appealing user experience to Vermont employees and contractors, participants, and partners. Thus, the IE Solution must be based on a distributed (physical multitier) SOA. The user interface components — shall implement either or both a Rich Internet Application (RIA) style and Web 2.0 "user experience" — invoking, in real time, one or more modules, which execute transactions and provide a reply. The interface between the Service Consumer and Service Provider modules must be bi-directional.

The State, though the HSEP is designing the User Interface to be supported by a Horizontal Web Portal technology. Portals are "personalized points of access to relevant information, business processes and people[1]." " The personalized delivery of and interaction with relevant applications, content and business processes is expected to yield many benefits to Vermont stakeholders through reduction in process cycle times and improvements in the overall user experience. The vendor engaged for the design of the User Experience for the "Benefits Portal" will define the rules and constraints for the citizen self-service user interface using this approach and horizontal Web Portal technology.

Vermont's strategic Web Services preferences include XML, SOAP, WSDL, and XSD, over HTTP. The Web Service Specifications (collectively referred to as "WS-*") and REST, industry-supported standards that provide the heterogeneity and interoperability for applications, are both required for this initiative.

The HSEP and the IE solution, must deliver highly capable Business Intelligence (BI) and Reporting capabilities. The requirement for Business Intelligence Services is to build applications to provide capabilities in three categories:

- Analysis, such as online analytical processing (OLAP)
- Information delivery, such as reports and dashboards
- Integration, such as BI metadata

These capabilities need to be delivered through a formal and highly tuned Data Warehouse and Data Mart Architecture, leveraging the architecture and technologies deployed by the HSE Platform project.

Amended Text:

The new HSE Platform (HSEP) and IE System must be designed with leverage and reuse in mind. One of the key goals of this initiative is to take advantage of common Commercial Off-The-Shelf (COTS) applications and infrastructure to shorten development and deployment time wherever possible, while preserving Vermont's ability to meet the required unique business, functional, as well as extensibility and scalability requirements.

Future Systems in Vermont need to leverage contemporary IT industry best

[1] Magic Quadrant for Horizontal Portals, Gartner, 24 October 2011

practices and technology innovations such as Service Oriented and Event Driven Architectures (SOA and EDA), Component Based Development, Web Services Standards and the Internet to achieve its objectives in creating highly modular, reusable, configurable and agile Systems with relatively lower maintenance and enhancement costs. New systems will also need to leverage innovative ways to engage the existing and future participants through the adoption of self-service technologies.

The new IE Solution must leverage Composite Application Architecture principles and techniques. A Composite Application Architecture approach will allow Vermont to leverage both internal investments in automation as well as solutions being developed by the Vendor community to enable and drive its strategies. Vermont expects to create the infrastructure and the development approach and discipline needed to have a true plug and play application assembly environment. The new environment needs to be able to take advantage of the development work completed by Vendors in other states. The State wants new systems to be designed to provide feature rich applications that can be updated over the WAN and the Internet, and should deliver a consistent and appealing user experience to Vermont employees and contractors, participants, and partners. Thus, the IE Solution must be based on a distributed (physical multitier) SOA. The user interface components — shall implement either or both a Rich Internet Application (RIA) style and Web 2.0 "user experience" — invoking, in real time, one or more modules, which execute transactions and provide a reply. The interface between the Service Consumer and Service Provider modules must be bi-directional.

The State, through the HSEP, requires the User Interface to be supported by a Horizontal Web Portal technology. According to Gartner's Magic Quadrant for Horizontal Portals (24 October 2011) Portals are "personalized points of access to relevant information, business processes and people." "The personalized delivery of and interaction with relevant applications, content and business processes is expected to yield many benefits to Vermont stakeholders through reduction in process cycle times and improvements in the overall user experience. The IE vendor when designing the User Experience for the "IE Solution Portal" will define the rules and constraints for the citizen self-service user interface using this approach and horizontal Web Portal technology.

Vermont's strategic Web Services preferences include XML, SOAP, WSDL, and XSD, over HTTP. The Web Service Specifications (collectively referred to as "WS-*") and REST, industry-supported standards that provide the heterogeneity and interoperability for applications, are both required for this initiative.

The HSEP and the IE solution, must deliver highly capable Business Intelligence (BI) and Reporting capabilities. The requirement for Business Intelligence Services is to build applications to provide capabilities in three categories:

- Analysis, such as online analytical processing (OLAP)
- Information delivery, such as reports and dashboards
- Integration, such as BI metadata

These capabilities need to be delivered through a formal and highly tuned Data Warehouse and Data Mart Architecture, leveraging the architecture and

technologies of the HSE Platform as part of this project.

p. Change 16 – Proposed Approach To Capacity Planning

Addendum No.:	5	**Title:**	Integrated Eligibility Solution Design, Development, and Implementation
Original Proposal Section and Page Reference:	Section 2.4.2.8 Proposed Approach to Capacity Planning, Page 57		
Change Made and Reason:	Updated to include expanded scope of application processing, eligibility determination and the HSE Platform		

Original Text to be Changed:

The IE Solution design and implementation approach must be responsive to three core dimensions of capacity planning; 1) business capacity planning, 2) service capacity planning, and 3) IT component capacity planning.

- **Business Capacity Planning:** ensures that the future business capacity requirements (e.g., desired outcomes, anticipated number and type of Participants, etc.) are considered and understood; and that sufficient IT capacity to support the new System is planned and implemented within an appropriate timeframe.
- **Service Capacity Planning:** helps estimate the end-to-end performance, usage, workloads and resources of the System; and ensures that the performance of the System as detailed in the capacity section of the non-functional requirements document, is monitored and measured and that the collected data is recorded, analyzed, and reported.
- **IT Component Capacity Planning:** helps predict the performance, utilization, and capability of individual IT technology components. It also ensures that all components within the required IT infrastructure with finite resources are monitored and measured and that the collected data can be recorded, analyzed, and reported.

The new Systems and their databases need to support the AHS Agency's caseloads (active and inactive Participants and historical participant data) and future caseload increases. Participant growth is estimated at 3-5% year over year.

Integrated Eligibility

The new System must accommodate the anticipated number of users and workstations at each location. There are approximately 300-400 internal users (150 concurrent users) and 200,000 external users (50,000 concurrent users) at this time, and all of the internal users / employees are expected to have a workstation that will access the System.

The new shared infrastructure and functional capabilities need be designed to be operational 24 hours per day, 7 days per week, and 52 weeks per year. The centralized servers and resources and public facing website will be designed to be operational 7 days per week and 24 hours per day. No single disruption is anticipated to last longer than 10 minutes. The System as a whole will be available for use ninety-nine point ninety-nine percent (99.99%) of the time, which

translates to no more than 53 minutes of unscheduled downtime per year.

The new System must have the ability to support transparent failover capabilities using high-availability processor architectural options. The System needs to be able to continue to operate at all State locations despite failure or availability of any single technology components such as a server platform or network connection.

The online portion of the Systems' response time shall be between 3 – 20 seconds. The average response time shall be 3 seconds, and during peak usage it will be 8 seconds or less for ninety-five percent (95%) of the transactions submitted. Maximum response time will not exceed 20 seconds for any transactions including ad hoc query and reports. Measurements will be taken from the end-users desktop. Response time is defined as the time elapsed after depressing an ENTER key (or clicking on a button that submits or commits a screen for processing) until a result is received back on the screen.

A sourcing decision for the post-deployment hosting and Systems Operations by Vermont leadership has not been finalized, but it is imperative that the System provides the highest level of control and responsiveness in meeting AHS' business needs. The Vendor data center must be configured at the Tier IV – Fault Tolerant Site Infrastructure Level (as defined by the Uptime Institute™), and where appropriate take advantage of the State's private cloud model.

Amended Text:

The IE Solution and HSE Platform (HSEP) design and implementation approach must be responsive to three core dimensions of capacity planning; 1) business capacity planning, 2) service capacity planning, and 3) IT component capacity planning.

- **Business Capacity Planning:** ensures that the future business capacity requirements (e.g., desired outcomes, anticipated number and type of Participants, etc.) are considered and understood; and that sufficient IT capacity to support the new System is planned and implemented within an appropriate timeframe.
- **Service Capacity Planning:** helps estimate the end-to-end performance, usage, workloads and resources of the System, and ensures that the performance of the System, as detailed in the capacity section of the non-functional requirements document, is monitored and measured and that the collected data is recorded, analyzed, and reported.
- **IT Component Capacity Planning:** helps predict the performance, utilization, and capability of individual IT technology components. It also ensures that all components within the required IT infrastructure with finite resources are monitored and measured and that the collected data can be recorded, analyzed, and reported.

The new Systems and their databases need to support the AHS Agency's caseloads (active and inactive Participants and historical participant data) and future caseload increases. Participant growth is estimated at 3-5% annually.

Integrated Eligibility

The new System must accommodate the anticipated number of users and

workstations at each location. There are approximately 300-400 internal users (150 concurrent users) and 200,000 external users (5,000 concurrent users). All of the internal users / employees are expected to have a workstation that will access the System.

HSEP Capabilities (including Collaborative Service Delivery, Referral Management and Shared Analytics and Reporting)

The new System must accommodate the anticipated number of users and workstations at each location. There are approximately 300-400 internal users (150 concurrent users).

The new shared infrastructure and functional capabilities need be designed to be operational 24 hours per day, 7 days per week, and 52 weeks per year. The centralized servers and resources and public facing website will be designed to be operational 7 days per week and 24 hours per day. No single disruption is anticipated to last longer than 10 minutes. The System as a whole will be available for use ninety-nine point ninety-nine percent (99.99%) of the time, which translates to no more than 53 minutes of unscheduled downtime per year.

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A sourcing decision for the post-deployment hosting and Systems Operations by Vermont leadership has not been finalized, but it is imperative that the System provides the highest level of control and responsiveness in meeting AHS' business needs. The Vendor data center must be configured at the Tier IV – Fault Tolerant Site Infrastructure Level (as defined by the Uptime Institute™), and where appropriate, take advantage of the State's private cloud model.

q. Change 17 – High-Level System Operational Requirements

Addendum No.:	5	**Title:**	Integrated Eligibility Solution Design, Development, and Implementation
Original Proposal Section and Page Reference:	Section 2.4.3 High Level System Operational Requirements, Page 58		
Change Made and Reason:	Update Hosting Requirements		

Original Text to be Changed:

The IE Vendor must provide hosting of all non-Oracle products, disaster recovery services and a single dedicated Service Desk that will provide the single point of contact to support all users. The Vendor shall maintain an Application Support Help Desk to be staffed during business hours (to be determined by the State) for all incidents that need to be escalated for investigation and resolution. The Application Support Help Desk and its staff must be physically located in the United States.

2.4.3.1 Hosting Requirements

The State requires that all Oracle products be hosted on an Oracle Platform. The IE Vendor will be responsible for hosting all non-Oracle products during the DDI phase and must provide approach and costs for Infrastructure As A Service (IaaS) and Platform As A Service (PaaS) for all environments using Template O. The proposed Systems must be hosted in a Tier IV data center with the provision of disaster recovery during the design, development and implementation phase. The Vendor shall provide, or utilize as applicable, the following hosted services by environment type. The Vendor is to propose, specify, implement and support as many environments or instances within each environment type as necessary to fully support the design, construction, delivery, operation and ongoing maintenance of the system as per this RFP.

- **Development Environment –** This environment will consist of the servers necessary to implement all the servers including Database, Application, Portal and other technical layers of the system stack. The environment will be used to support the daily software build cycle and to execute unit test to verify the continuous integration of the code base throughout the development cycle. This will be hosted by the Vendor in its facilities in the United States
- **Testing –** At scheduled intervals, specific builds of the code base will be placed into a “testing environment.” This environment will be owned by the testing team who will use it to verify functionality that has been implemented. This will be hosted by the Vendor in its facilities in the United States
- **Staging and Production Readiness –** This environment will be used to assess compliance to requirements, risk of release, and performance capacity. This environment may be a scaled replication of the production environment to minimize errors caused by incompatibility. This will be hosted by the Vendor in its facilities in the United States
- **Production (Optional) –** This environment should scale to accommodate the proposed and future capacity of the system and will be built for flexibility, scalability and redundancy. This will be optionally hosted with the Vendor, or potentially co-located with other mission critical HHS applications with another provider. The Vendor should provide pricing for this option for a period of 2 years after the initial release. This will be hosted by the Vendor in its facilities in the United States

Each environment will be on a logically and / or physically separate sub-network to safeguard access to configuration, data, and code. The IE Vendor will maintain tight control over the configuration of all code through the use of a source control tool. This tool will provide the development team with the ability to check out code for editing in developer workstation sandboxes and to maintain a common code repository. At the end of the implementation of the HSE Platform, EAF, and the IE solution, the State will have access to and own all environments.

The IE Vendor will provide a System Maintenance, Support and System Transition Plan (see section 2.7.3.7.2.5) for transitioning the production environment to the State's private cloud hosting model (see Appendix 1), if desired by the State.

Amended Text:

The IE Vendor must provide hosting for development and testing, and optionally for production, disaster recovery services and a single dedicated Service Desk that will provide the single point of contact to support all users. The Vendor shall maintain an Application Support Help Desk to be staffed during business hours (to be determined by the State) for all incidents that need to be escalated for investigation and resolution. The Application Support Help Desk and its staff must be physically located in the United States.

2.4.3.1 Hosting Requirements

The IE Vendor will be responsible for hosting during the DDI phase and must provide approach and costs for Infrastructure As A Service (IaaS) and Platform As A Service (PaaS) for all environments using Template O. The proposed Systems must be hosted in a Tier IV data center with the provision of disaster recovery during the design, development and implementation phase. The Vendor shall provide, or utilize as applicable, the following hosted services by environment type. The Vendor is to propose, specify, implement and support as many environments or instances within each environment type as necessary to fully support the design, construction, delivery, operation and ongoing maintenance of the system, as per this RFP.

- **Development Environment –** This environment will consist of the servers necessary to implement all the servers including Database, Application, Portal and other technical layers of the system stack. The environment will be used to support the daily software build cycle and to execute unit test to verify the continuous integration of the code base throughout the development cycle. This will be hosted by the Vendor in its facilities in the United States
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- **Production (Optional) –** This environment should scale to accommodate the proposed and future capacity of the system and will be built for flexibility, scalability and redundancy. This will be optionally hosted with the Vendor, or potentially co-located with other mission critical HHS applications with another provider. The Vendor should provide pricing for this option for a period of 2 years after project's completion. This will be hosted by the Vendor in its facilities in the United States

Each environment will be on a logically and / or physically separate sub-network to safeguard access to configuration, data, and code. The IE Vendor will maintain tight

control over the configuration of all code through the use of a source control tool. This tool will provide the development team with the ability to check out code for editing in developer workstation sandboxes and to maintain a common code repository. At the end of the implementation of the HSE Platform, EAF, and the IE solution, the State will have access to and own all environments. The IE Vendor will provide a System Maintenance, Support and System Transition Plan (see section 2.7.3.7.2.5) for transitioning the production environment to the State's private cloud hosting model (see Appendix 1), if desired by the State.

r. Change 18 – Software Configuration Management

Addendum No.:	5	**Title:**	Integrated Eligibility Solution Design, Development, and Implementation
Original Proposal Section and Page Reference:	Section 2.4.3.7 Software Configuration Management, Page 66		
Change Made and Reason:	Updated responsibilities		
Original Text to be Changed:			

As part of the proposed Solution, Software configuration management includes the identification and maintenance of System software components and the relationships and dependencies among them. These activities include:

- Automatic capture and storage of IT Service to Application, Application-to-Component and Component-to-Component relationships
- Maintenance of the history of those relationships and any transformation required to appropriately manage and document (e.g., source control, version control, profiles, security plans) configuration changes affecting the application and its processing environment

The IE Vendor is required to propose specific tools and infrastructure for software configuration management. The State has a preference for leveraging the existing tools and infrastructure used for the HSE, EAF and HBE project being handled other vendor(s) using the Oracle SOA suite of components. The IE Vendor must include proper justification and rationale for recommending tool sets other than the ones being used for the HSE, EAF and HBE projects.

Code Migration includes promoting new and modified code, configuration, and scripts, in support of new and existing applications through development, test, and production. These activities include:

- Migrate code from development to test on an agreed upon basis
- Track migration status and notification
- Identify and resolve issues with the services delivery team and development teams
- Develop and document recommended operations and administration procedures related to code migration
- Develop and document test-to-production turnover requirements and instructions for each project or release.

Amended Text:

As part of the proposed Solution, Software configuration management includes the identification and maintenance of System software components and the relationships and dependencies among them. These activities include:

- Automatic capture and storage of IT Service to Application, Application-to-Component and Component-to-Component relationships
- Maintenance of the history of those relationships and any transformation required to appropriately manage and document (e.g., source control, version control, profiles, security plans) configuration changes affecting the application and its processing environment

The IE Vendor is required to propose specific tools and infrastructure for software configuration management. The State has a preference for leveraging Oracle tools already licensed by the State as listed in the document "Vermont Software Products" available in the Procurement Library.

The State will own Software configuration management with support from the IE vendor as needed.

Code Migration includes promoting new and modified code, configuration, and scripts, in support of new and existing applications through development, test, and production. These activities include:

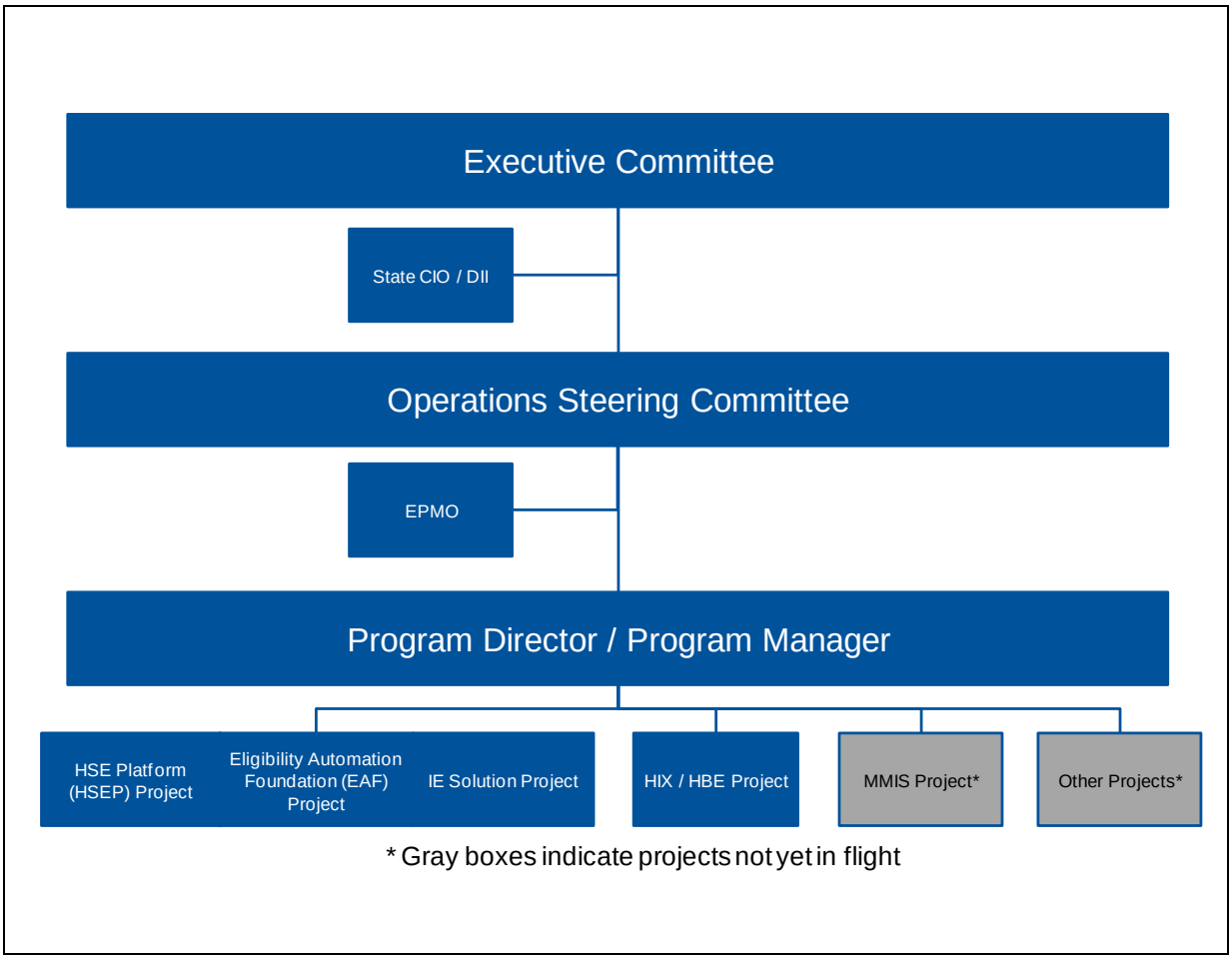
- Migrate code from development to test on an agreed upon basis
- Track migration status and notification
- Identify and resolve issues with the services delivery team and development teams
- Develop and document recommended operations and administration procedures related to code migration
- Develop and document test-to-production turnover requirements and instructions for each project or release.

s. Change 19 – Health Services Enterprise Program Management Office Structure and Responsibilities

Addendum No.:	5	**Title:**	Integrated Eligibility Solution Design, Development, and Implementation
Original Proposal Section and Page Reference:	Section 2.5.2 Health Services Enterprise Program Management Office Structure and Responsibilities, Table 10, Page 74		
Change Made and Reason:	Change to program structure		
Original Text to be Changed:			
Figure 10. AHS Program Office			

Amended Text:

Figure 10. AHS Program Office



t. Change 20 – SOA Governance Competency Center

Addendum No.:	5	**Title:**	Integrated Eligibility Solution Design, Development, and Implementation
Original Proposal Section and Page Reference:	Section 2.4.5, Page 69		
Change Made and Reason:	Scope Addition of SOA Governance for the HSE Platform		
Original Text to be Changed:			
No existing text.			
Amended Text:			

State of Vermont is interested in establishing a Competency Center and robust governance structure for its strategic move to implement a managed SOA infrastructure via the HSE Platform. SOA must deliver a number of business benefits for Vermont, including faster time-to-market, lower costs, better consistency, and increased agility. SOA will require changes to the planning, development, and operation of application systems, and it requires new methods of collaboration among project teams within the State agencies' IT divisions and across multiple agencies. Therefore, Vermont requests that the Vendor propose services related to establishing and maintaining a SOA Competency Center and Governance process that will ensure that the infrastructure and shared business and technical services being deployed will become shared assets across all the Health and Human Services agencies in State of Vermont.

SOA Governance in Vermont

Governance must provide a systematic method for the State of Vermont to make decisions about important matters. A governance system must identify who has the authority to make decisions, establish the precepts (i.e., principles, policies, standards, and guidelines) that influence decisions, and define the consequences for breaking the rules. In other words, governance must be a system that drives people to do what's right for the business. This will reduce risk and ensure alignment with the State's strategies, goals and processes.

It is Vermont's expectation that the Vendor's SOA governance solution shall define precepts that address the following important decisions including:

- Determining who originates and approves SOA investment proposals.
- Determining the approved technologies and products developers must use to build services.
- Defining the procedure for requesting permission to use a service.
- Identifying (and executing) what service and system testing is required before deploying a service enhancement.

Governance must rely on a combination of people governance actions and system governance processes to enforce its precepts. People governance actions include the design reviews and approval processes. System governance processes include compliance testing during build processes and runtime authentication and authorization processing. The Vendor will propose and implement a method to implement, and subsequently optimize governance for compliance by balancing between directives that require interpretation (people make such decisions) and routine or repetitive directives (computer systems best perform these decisions).

The Vendor's SOA governance solution must design, manage, and maintain the overall SOA governance system. The SOA governance system shall ensure that decisions made related to the SOA initiative serve to reduce risks and to advance the State's business strategy and goals. The governance program must empower the State to make the right business and technology decisions. Wherever difficult and important tradeoffs need to be made, there must be precepts that ensure that the right people are included to make the best decisions for the benefit of the State.

The Vendor's SOA governance solution is required to provide decision-making guidance for all stages in the service lifecycle—from planning to retirement. Specific lifecycle stages and issues that need to be addressed by the governance program the Vendor proposes must include (at a minimum):

1. Service portfolio management

2. Services technical architecture
3. Service design and development
4. Configuration and release management
5. Contract management
6. Service monitoring and control
7. Incident management
8. Change management

Each will be discussed in turn below:

Service Portfolio Management

Service portfolio management (SPM) is the set of practices and processes that the State must use to manage services as Enterprise assets and to make investment, maintenance, and retirement decisions. SPM is an aspect of application portfolio management (APM). The Vendor must design and implement a SOA governance system that addresses the following requirements:

- Determining and ensuring that the State is making the right SOA investments.
- Identifying the required information to make an informed investment proposal.
- Identifying who in the State originates and inevitably approves an investment proposal.
- Identifying what information must be maintained about services in the portfolio.
- Determining how frequently the SPM team meets to review and rationalize the services in the portfolio.

Services Technical Architecture

A SOA initiative requires an infrastructure reference model that provides guidance for selecting technologies and products when implementing and deploying services. The Vendor must design and implement a SOA governance system that addresses the following requirements (at a minimum):

- Defining methods to ensure that the services infrastructure supports robust, secure, scalable, and interoperable operations.
- Identifying what are the approved or standard technologies and products for service development and deployment.
- Designing and implementing methods, patterns, and technologies that will be used to support security, reliability, transaction, and instrumentation requirements.
- Determining who determines which technologies and products go onto the standards list.
- Defining who needs to approve future technology and product decisions as standards evolve in the future.
- Identifying funding sources for new technologies and products required to both extend the platform and keep it supportable and contemporary.

Service Design and Development

Service design and development precepts delegate decisions about services to the appropriate architects and developers. The Vendor must design and implement a SOA

governance system that addresses the following requirements (at a minimum):

- Defining a methodology to ensure that services are built the right way.
- Determining the appropriate types of models that must be implemented.
- Identifying sign off or approval requirements for service models.
- Determining the design patterns that should be used to support SOA principles.
- Identifying sign off or approval requirements system or service design decisions.
- Establishing technology standards for a future project.
- Determining technology selection sign off or approval requirements.
- Establishing standard designs for message formats.
- Determining interface sign off or approval procedures.
- Defining the required testing for SOA projects.
- Establishing completed project acceptance requirements and procedures.
- Creation of a “prototyping or early experience” capability to experiment with and design enhancements to rules-engines by the program group for review and approval prior to entering a more formal development, testing and release process.

Configuration and Release Management

Configuration management precepts establish which developers or administrators are responsible for configuring a service and preparing it for production deployment. The Vendor must build on and extend Vermont’s release management processes, or develop one, if the existing process is mutually determined to be not suitable. Requirements in this area are to include the following:

- Establishing objective criterion to ensure that services are stable upon production release.
- Defining entire deployable units including its dependencies.
- Defining who is responsible for creating and version managing configuration files and deployment packages.
- Establishing clear responsibilities and requirements for system testing, performance testing, and capacity planning.
- Defining the service staging and promotion process.
- Defining and implementing services registration procedures.
- Defining what information must be captured pertaining to a service.
- Defining service provision and instrumentation requirements.
- Establishing sign offs or approvals required to migrate a service into production.

Contract Management

Contract management precepts shall define the policies and processes that potential service consumers use to obtain permission to access a service. The proposed SOA governance solution may extend the existing provisioning governance system, if suitable, or build a new one as appropriate. The Vendor must design and implement precepts in the following areas:

- Ensuring that new consumers don’t crash the system through use, operation, or load.
- Establishing the procedures for requesting permission to use a service.
- Identifying required information to request permission to use a service.
- Establishing an impact analysis to be performed before granting permission to new consumers.

- Determining appropriate sign offs or approvals to granting permissions to access the system.
- Establishing a framework to negotiate service level agreements (SLAs) for use of the system.
- Defining and implementing SLAs be reported and enforced.
- Establishing processes to address modifications or additional resources that may be required to support the SLAs.
- Defining appropriate testing practices and procedures that are required before a new consumer can be provisioned.
- Establishing a process to provision new consumers.

Service Monitoring and Control

Service monitoring and control precepts must be designed and implemented in such a manner as to define responsibilities for issues related to operating a service. The Vendor may build on and extend, or develop, new service management and operations governance by defining and implementing precepts that address the following:

- Establishing controls and reporting to ensure that services behave as expected.
- Defining instrumentation and reporting to track service consumption and utilization.
- Establishing methods and reporting procedures to detect, eliminate and prevent against unauthorized service access.
- Create tracking and reporting for service SLA compliance and violations.
- Identification of notifications and escalation contacts and procedures for service issues and outages

Service monitoring and control capabilities must be built into the SOA runtime infrastructure. SOA governance standards must define where and how to use, report on and enhance SLAs.

Incident Management

Incident management precepts shall define and implement responsibilities for monitoring and managing problems and issues that arise during the operation of the service. The Vendor must build on and extend or develop new incident management governance by implementing precepts that cover the following (at a minimum):

- Design and implementation of processes and procedures to manage incidents and failures
- Definition/Identification of responsibilities for end-to-end service exception and fault tracking
- Definition/Identification of responsibilities for end-to-end service error identification and resolution.
- Definition of the escalation path for SLA violations.

Change Management

Change management precepts shall define and implement responsibilities for managing system enhancement requests and service versioning. The Vendor must build on and extend or develop and implement new change management governance by defining precepts that cover (at a minimum):

- Implement a process to manage change requests and to ensure that

enhancements don't introduce defects in the system.
- Design and implement procedures for requesting service enhancements.
- Define what information is required when requesting a service enhancement.
- Design an impact analysis process to be performed before a service enhancement request is accepted.
- Define sign off or approval requirements for service enhancement requests.
- Define roles, responsibilities and sequence of events pertaining to the implementation of an enhancement.
- Develop guidelines to assist the State in paying for or funding an enhancement.
- Define recommended methods and a process for addressing enhancement requests associated with regulatory requirements.
- Define methods to enable service versioning and version control/migration.
- Establish guidelines on how long should a previous version(s) of the service be maintained and subsequently retired.
- Define what degree of service and system testing is required before deploying a service enhancement.
- Establish leading practices to mitigate current consumer disruption when deploying an enhancement.
- Develop procedures to notify consumers of the enhancement or changes to the system.
- Develop and implement processes to fall back to a system previous version upon discovery of a critical defect.

The State requires the Vendor to identify, implement and deploy products and services to support consistent implementation of processes required by the proposed governance systems. Collectively, these products and services must provide a SOA governance infrastructure (SGI). The Vendor is responsible for proposing a series of tools and technologies to enable SOA Governance within the State. From a high-level perspective, an SGI should support the basic governance mechanics:

- Promulgate policies, standards, and guidelines
- Facilitation of processes
- Collection, analysis and visualization of metrics

Detailed SGI requirements are included in the revised Template I – Nonfunctional Requirements (tab P11-SGI) provided with this Addendum.

As part of the response, the State expects the Vendor to provide a strategy which enables the State to realize its SOA Competency Center objectives in a phased approach coincident with the needs of services required in the each of the project phases.

The Contractor will be responsible for documenting the role and responsibilities, as well as providing the required staffing for the day-to-day operation of the SOA Competency Center (CC). The Vendor is expected to setup and operate the SOA Competency Center throughout the four phases of the RFP (through December 2015).

u. Change 21 - Rules Authoring and Knowledge Transfer

Addendum No.:	5	**Title:**	Integrated Eligibility Solution Design, Development, and Implementation

Original Proposal Section and Page Reference:	NA. This will become a new sub-section after 2.4.2.3. The new section will be 2.4.2.4 start on Page 48 approximately and the remaining subsections in 2.4.2 need to be renumbered.
Change Made and Reason:	Scope Addition of Rules Authoring Support for the IE Solution Vendor
Original Text to be Changed:	
No existing text.	
Amended Text:	

AHS requires that the IE Solution vendor provide support in the use of the Rules Engine and Management System proposed as part of the HSEP solution. This support includes, but is not limited to the following:

- Ensuring that the State's healthcare rules are constructed and written in the structure and format required by the proposed HSEP Rules Engine
- Partnering with the Agency's Senior Policy staff and Rule Authors to design and construct an appropriate policy model
- The transformation of existing rules into the format required
- Enabling the publication of rules for public review
- Deployment of a suitable test and production processes and environments
- Comprehensive training and support of State staff in all aspects of Rules authoring and maintenance to ensure best practice

Detailed requirements of this support are included in the amended Template I – Nonfunctional Requirements tab P7-Rules Engine.

v. Change 22 – Vendor Responsibilities

Addendum No.:	5	**Title:**	Integrated Eligibility Solution Design, Development, and Implementation
Original Proposal Section and Page Reference:	Section 2.5.4 Vendor Responsibilities, Page 79		
Change Made and Reason:	Updated scope		
Original Text to be Changed:			

A high level list of responsibilities for the IE Vendor includes the following:

- Creating a detailed project timeline
- Reporting project progress
- Architecting the new System
- Developing and verifying detailed functional and technical requirements
- Designing the new System
- Developing the new System
- Developing SDLC test plan and document life cycle testing results following standards established by AHS
- Converting data from the existing systems for use in the new System (e.g., ACCESS)
- Writing technical and user documentation
- Installing hardware and software to support the System
- Developing any necessary interfaces to other Systems (see List of Current Interfaces document in the procurement library)
- Developing User Acceptance Test (UAT) Plan
- Preparing AHS UAT Team and conducting UAT
- Developing Deployment and Training Plan
- Technical and End User Training
- Implementing deployment rollout of the new System
- Developing test plans and scenarios for users of System enhancements — Post Deployment
- Transferring knowledge to AHS staff throughout the life of the project

Amended Text:

A high level list of responsibilities for the IE Vendor includes the following:

- Creating a detailed project timeline
- Reporting project progress on a regular, as agreed upon, basis
- Architecting the new System consisting of the HSE Platform Infrastructure and application systems components deployed on the HSE Platform Infrastructure that will satisfy the functional requirements described in Template H RFP Functional Requirements
- Developing and verifying detailed functional and technical requirements
- Designing the new System
- Developing the new System
- Developing SDLC test plan and document life cycle testing results following standards established by AHS
- Converting data from the existing systems for use in the new System (e.g., ACCESS)
- Writing technical and user documentation
- Installing hardware and software to support the System
- Developing any necessary interfaces to other Systems (see List of Current Interfaces document in the procurement library)
- Developing User Acceptance Test (UAT) Plan
- Preparing AHS UAT Team and conducting UAT
- Developing Deployment and Training Plan
- Deliver Technical and End User Training via “Train the Trainer”
- Implementing deployment rollout of the new System

- Developing test plans and scenarios for users of System enhancements — Post Deployment
- Defining and communicating State roles and responsibilities for all activities after implementation
- Transferring knowledge to AHS staff throughout the life of the project

Design, Development and Implementation activities cannot impact current daily operations run through ACCESS or other State systems. Any unavoidable impacts from these activities will be communicated to user community as part of the Change Management work stream.

w. Change 23 – Proposed project schedule

Addendum No.:	5	**Title:**	Integrated Eligibility Solution Design, Development, and Implementation
Original Proposal Section and Page Reference:	Section 2.6 Proposed Project Schedule, Page 81		
Change Made and Reason:	Revisions to scope and schedule		

Original Text to be Changed:

AHS anticipates an iterative, four phase approach to the project in order to ensure timely delivery of benefits to AHS.

With this phase implementation approach, the Vendor is responsible for continued data conversion and synchronization between old and new System until full implementation is achieved. 2 P

Figure 11. New System Phased Approach

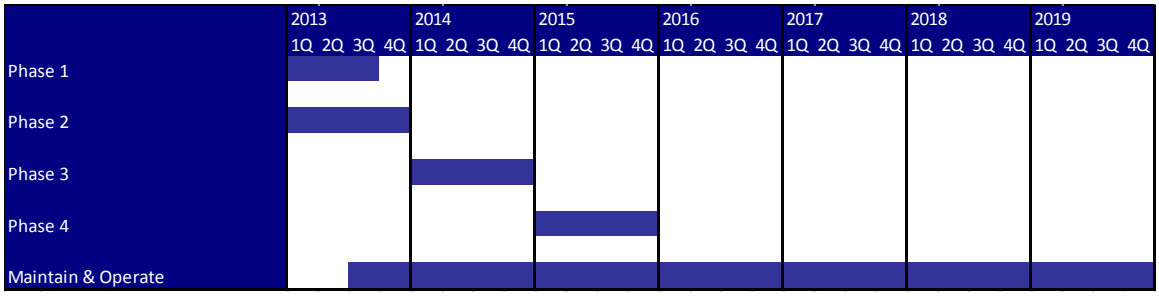


Table 20 outlines the major project phases, the projected start and end dates, and the duration of the overall project for the new System. The starting date for the project assumes that the Vendor has been awarded the contract in a time frame that is feasible to start the project in January of 2013. Dates will be adjusted if the initial project start date is delayed.

This is an estimated approach and timeline. However, the State expects the IE Vendor to propose the implementation of the key milestones for phases 1 and 2 as described in section 2.4.2.2. These milestones must be met by October 2013 for phase 1 and January 2014 for

phase 2, and the full set of capabilities for the other Programs by later in 2014.

Vendors may propose a different workflow or timeline if the Vendor can provide clear justification and confidence in an alternative approach.

Table 20. Proposed Project Schedule

Task Name	Start Date	End Date
Integrated Eligibility Solution	**1/28/2013**	**12/31/2015**
Phase 1	**1/28/13**	**11/28/2013**
Initiation and Planning	1/28/13	2/28/13
Remediation Requirements	2/29/13	4/22/13
Remediation Design Approach	4/25/13	6/10/13
System Development	6/13/13	9/27/13
Unit and System Testing	9/30/13	10/31/13
Demonstrate Prototype	11/4/13	11/28/13
Phase 2	**11/2/13**	**2/6/14**
Integration and User Acceptance Testing	12/2/13	1/03/14
Deployment	1/6/14	2/6/14
Phase 3 (start in parallel with Phase 2)	**1/6/14**	**12/26/14**
Initiation and Planning	1/6/14	1/17/14
Requirements	1/20/14	3/21/14
System Design	3/24/14	5/23/14
System Development	5/26/14	8/22/14
Testing	8/25/14	11/21/14
Deployment	11/24/14	12/26/14
Phase 4	**1/5/15**	**12/31/15**
Initiation and Planning	1/5/15	1/16/15
Requirements	1/19/15	3/20/15
System Design	3/23/15	5/22/15
System Development	5/25/15	8/28/15
Testing	8/31/15	11/27/15

Deployment	11/30/15	12/31/15
Maintain & Operate	**8/5/13**	**12/31/15**

Amended Text:

AHS anticipates an iterative, four phase approach to the project in order to ensure timely delivery of benefits to AHS.

With this phase implementation approach, the Vendor is responsible for continued data conversion and synchronization between old and new System until full implementation is achieved.

Figure 11. New System Phased Approach

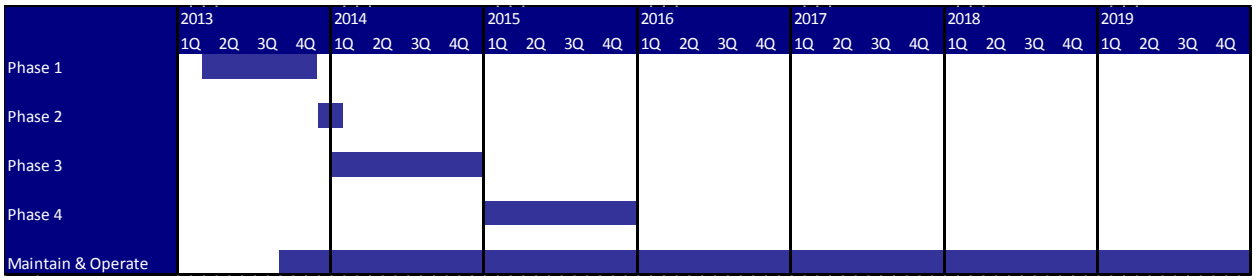


Table 20 outlines the major project phases, the projected start and end dates, and the duration of the overall project for the new System. The starting date for the project assumes that the Vendor has been awarded the contract in a time frame that is feasible to start the project in March of 2013. Dates will be adjusted if the initial project start date is delayed.

This is an estimated approach and timeline. However, the State expects the IE Vendor to propose the implementation of the key milestones for phases 1 and 2 as described in section 2.4.2.2. These milestones must be met by November 2013 for phase 1 and January 2014 for phase 2, and the full set of capabilities for the other Programs by later in 2014.

Vendors may propose a different workflow or timeline if the Vendor can provide clear justification and confidence in an alternative approach.

Table 20. Proposed Project Schedule

Task Name	Start Date	End Date
Integrated Eligibility Solution	**3/18/13**	**12/31/15**
Phase 1	**3/18/13**	**11/28/13**
Initiation and Planning	3/18/13	4/12/13

Remediation Requirements	4/15/13	5/24/13
Remediation Design Approach	5/27/13	6/28/13
System Development	7/1/13	10/4/13
Unit and System Testing	10/7/13	11/1/13
Demonstrate Prototype	11/4/13	11/28/13
Phase 2	**12/2/13**	**2/7/14**
Integration and User Acceptance Testing	12/2/13	1/03/14
Deployment	1/6/14	2/7/14
Phase 3 (start in parallel with Phase 2)	**1/6/14**	**12/26/14**
Initiation and Planning	1/6/14	1/17/14
Requirements	1/20/14	3/21/14
System Design	3/24/14	5/23/14
System Development	5/26/14	8/22/14
Testing	8/25/14	11/21/14
Deployment	11/24/14	12/26/14
Phase 4	**1/5/15**	**12/31/15**
Initiation and Planning	1/5/15	1/16/15
Requirements	1/19/15	3/20/15
System Design	3/23/15	5/22/15
System Development	5/25/15	8/28/15
Testing	8/31/15	11/27/15
Deployment	11/30/15	12/31/15
Maintain & Operate	**8/5/13**	**12/31/15**

x. Change 24 – Performance Measures and Associated Remedies

Addendum No.:	5	**Title:**	Integrated Eligibility Solution Design, Development, and Implementation

Original Proposal Section and Page Reference:	Section 2.7.4 Performance Measures and Associated Remedies, Page 124
Change Made and Reason:	Updated Performance Measures

Original Text to be Changed:

AHS will monitor the performance of the contract issued under this RFP. All services and deliverables under the contract must be provided at an acceptable level of quality and in a manner consistent with acceptable industry standards, custom, and practice.

Table 23 lists the performance areas with Service Level Requirements and the associated business goals and related definitions:

Table 23. Performance Areas with Service Level Requirements

Service Category	Service Level Requirement	Business Outcome/Goal & Relevant
Project Management	Virus Contamination	Maintain a virus-free technical infrastructure.
	Formal deliverables and key plan dates	Proactively manage risks so that scheduled milestones are met.
Testing	Quality of Code Delivered to AHS for Testing	System code delivered to UAT testing must be high-quality with a minimum number of issues that are uncovered in the UAT
	UAT and FAT Defect Resolution Times	Timeline requirements for response and resolution of defects identified in UAT based on Priority*. 1 = Major malfunction of the system. Testing cannot continue until problem is resolved. 2 = Major malfunction of component. Testing cannot continue until problem is resolved. 3 = Function within component is not working correctly. Testing can continue with other functions within the component. 4 = Component has a minor editing error e.g., misspelling on report or display. Error does not affect the function or validity of the test but will need to be corrected before production. 5 = Issue is a design clarification or

Production / M&O	System On-line application response time	Ensure that System online response time is not adversely affected by System code changes once released into production. Proactively pursue opportunities to improve System performance.
	System on-line application availability	Ensure that System availability is not adversely affected by System code changes. Proactively pursue opportunities to reduce risks to system availability
	Software Maintenance Request Resolution Times	Time Frame requirements for resolution of Maintenance Requests based on Severity*. Severity 1 – The New System no longer functions at all, or a System component is

*Please note that Priority is used for defects uncovered during User and Formal acceptance testing phase, and Severity is used during production phase to distinguish the relative importance and response time requirements for the type of defect encountered.

The following are a list of the Service Level Requirements (SLRs) and the associated reporting requirements:

Table 24. Service Level Requirements and Associated Reporting Requirements

SLR Name	Service Level Requirement	Measurement of noncompliance	Frequency of Measurement
Virus Contamination	All software developed and delivered by the Vendor must be free of viruses.	Each virus that is included in software developed and delivered by the Vendor.	Monthly after deployment of Phase 1
Formal Deliverables and Key Plan Dates	The Vendor must meet dates for deliverables and key plan dates as agreed to in the approved project work plan deliverable	Each calendar day beyond the key plan due dates specified in the project work plan.	Monthly
System On-line Availability	The Solution as delivered shall be available at a level agreed in the contract (the contracted target level of availability) in the range of	Each percentage point less than the contracted target level of availability for the month.	Monthly after deployment of IE-Solution (Phase 3)

On-line IE Response Times – Internal Systems	The maximum response time for online performance is 8 seconds with the average of 3 seconds.	Each 0.5 second that the monthly weighted average response time exceeds the maximum response time.	Monthly after deployment of IE Solution (Phase 3)
On-line IE Response Times – External Systems	The maximum response time for online performance is to be determined once the external systems are validated and the federal services data	TBD	Monthly after deployment of IE Solution (Phase 3)
Software Maintenance Request Resolution Times: **Severity 1 - Emergency**	The service provider must resolve Severity 1 Maintenance requests within 4 clock hours.	Each clock hour beyond the requirement for resolving Severity 1 Maintenance requests.	Monthly after deployment of Phase 1
Software Maintenance Request Resolution Times: **Severity 2 - Urgent**	The service provider must resolve Severity 2 Maintenance requests within 8 clock hours.	Each clock hour beyond the requirement for resolving Severity 2 Maintenance requests.	Monthly after deployment of Phase 1
Software Maintenance Request Resolution Times: **Severity 3 - Important**	The service provider must resolve Severity 3 Maintenance requests within 3 calendar days.	Each calendar day beyond the requirement for resolving Severity 3 Maintenance requests.	Monthly after deployment of Phase 1
Quality of Code Delivered to UAT	All priority 3 or higher defects (testing defects) resulting from software development activities must be resolved by the Vendor prior to User	Each priority 3 or higher defect that is uncovered in HHS UAT.	Monthly after start of the UAT phase of each Phase
UAT/FAT Defect Resolution Times: **Response to Priority 1 test defect**	The Vendor must respond to priority 1 test defects within 1 hour.	Each instance that a response is not provided within the required timeframe for each test defect.	Monthly after start of the UAT phase of each Phase

UAT/FAT Defect Resolution Times: **Response to Priority 2 test defect**	The Vendor must resolve priority 2 test defects within 4 clock hours.	Each instance that a test defect is not resolved within the required timeframe.	Monthly after start of the UAT phase of each Phase
UAT/FAT Defect Resolution Times: **Response to Priority 3 test defect**	The Vendor must respond to priority 3 test defects within 8 hours.	Each instance that a response is not provided within the required timeframe for each test defect.	Monthly after start of the UAT phase of each Phase
UAT/FAT Defect Resolution Times: **Response to Priority 4 test defect**	The Vendor must respond to priority 4 test defects within 5 days.	Each instance that a response is not provided within the required timeframe for each test defect.	Monthly after start of the UAT phase of each Phase
UAT/FAT Defect Resolution Times: **Response to Priority 5 test defect**	The Vendor must report on priority 5 test defects within each reporting cycle.	Each instance that a response is not provided within the required timeframe for each test defect.	Monthly after start of the UAT phase of each Phase

Amended Text:

AHS will monitor the performance of the contract issued under this RFP. All services and deliverables under the contract must be provided at an acceptable level of quality and in a manner consistent with acceptable industry standards, custom, and practice.

Table 23 lists the performance areas with Service Level Requirements and the associated business goals and related definitions:

Table 23. Performance Areas with Service Level Requirements

Service Category	Service Level	Business Outcome/Goal & Relevant
Project Management	Virus Contamination	Maintain a virus-free technical infrastructure.
	Formal deliverables and key plan dates	Proactively manage risks so that scheduled milestones are met.
Testing	Quality of Code Delivered to AHS for Testing	System code delivered to UAT testing must be high-quality with a minimum number of issues that are uncovered in the UAT

	UAT and FAT Defect Resolution Times	Timeline requirements for response and resolution of defects identified in UAT based on Priority*. 1 = Major malfunction of the system. Testing cannot continue until problem is resolved. 2 = Major malfunction of component. Testing cannot continue until problem is resolved. 3 = Function within component is not working correctly. Testing can continue with other functions within the component. 4 = Component has a minor editing error e.g., misspelling on report or display. Error does not affect the function or validity of the test but will need to be corrected before production. 5 = Issue is a design clarification or
Production / M&O	System On-line application response time	Ensure that System online response time is not adversely affected by System code changes once released into production. Proactively pursue opportunities to improve System performance.
	System on-line application availability	Ensure that System availability is not adversely affected by System code changes. Proactively pursue opportunities to reduce risks to system availability
	Software Maintenance Request Resolution Times	Time Frame requirements for resolution of Maintenance Requests based on Severity*. Severity 1 – The New System no longer functions at all, or a System component is

*Please note that Priority is used for defects uncovered during User and Formal acceptance testing phase, and Severity is used during production phase to distinguish the relative importance and response time requirements for the type of defect encountered.

The following are a list of the Service Level Requirements (SLRs) and the associated reporting requirements:

Table 24. Service Level Requirements and Associated Reporting Requirements

SLR Name	Service Level Requirement	Measurement of noncompliance	Frequency of Measurement

Virus Contamination	All software developed and delivered by the Vendor must be free of viruses.	Each virus that is included in software developed and delivered by the Vendor.	Monthly after deployment of Phase 1
Formal Deliverables and Key Plan Dates	The Vendor must meet dates for deliverables and key plan dates as agreed to in the approved project work plan deliverable	Each calendar day beyond the key plan due dates specified in the project work plan.	Monthly
System On-line Availability	The Solution as delivered shall be available at a level agreed in the contract (the contracted target level of availability) in the range of	Each percentage point less than the contracted target level of availability for the month.	Monthly after deployment of Solution (Phase 2)
On-line IE Response Times – Internal Systems	The maximum response time for online performance is 8 seconds with the average of 3 seconds.	Each 0.5 second that the monthly weighted average response time exceeds the maximum response time.	Monthly after deployment of Solution (Phase 2)
On-line IE Response Times – External Systems	The maximum response time for online performance is to be determined once the external systems are validated and the federal services data hub is better defined	TBD	Monthly after deployment of IE Solution (Phase 3)

Real-time operations performance	Real-time operations performance is measured by the response time in interacting with systems as well as internal operations associated with the Solution's component architecture. The maximum interaction time is to be determined based on the component architecture and interfacing systems needs.	TBD	Monthly after deployment of IE-Solution (Phase 3)
Software Maintenance Request Resolution Times: **Severity 1 - Emergency**	The service provider must resolve Severity 1 Maintenance requests within 4 clock hours.	Each clock hour beyond the requirement for resolving Severity 1 Maintenance requests.	Monthly after deployment of Phase 1
Software Maintenance Request Resolution Times: **Severity 2 - Urgent**	The service provider must resolve Severity 2 Maintenance requests within 8 clock hours.	Each clock hour beyond the requirement for resolving Severity 2 Maintenance requests.	Monthly after deployment of Phase 1
Software Maintenance Request Resolution Times: **Severity 3 - Important**	The service provider must resolve Severity 3 Maintenance requests within 3 calendar days.	Each calendar day beyond the requirement for resolving Severity 3 Maintenance requests.	Monthly after deployment of Phase 1
Quality of Code Delivered to UAT	All priority 3 or higher defects (testing defects) resulting from software development activities must be resolved by the Vendor prior to User Acceptance Testing	Each priority 3 or higher defect that is uncovered in HHS UAT.	Monthly after start of the UAT phase of each Phase

UAT/FAT Defect Resolution Times: **Response to Priority 1 test defect**	The Vendor must respond to priority 1 test defects within 1 hour.	Each instance that a response is not provided within the required timeframe for each test defect.	Monthly after start of the UAT phase of each Phase
UAT/FAT Defect Resolution Times: **Response to Priority 2 test defect**	The Vendor must resolve priority 2 test defects within 4 clock hours.	Each instance that a test defect is not resolved within the required timeframe.	Monthly after start of the UAT phase of each Phase
UAT/FAT Defect Resolution Times: **Response to Priority 3 test defect**	The Vendor must respond to priority 3 test defects within 8 hours.	Each instance that a response is not provided within the required timeframe for each test defect.	Monthly after start of the UAT phase of each Phase
UAT/FAT Defect Resolution Times: **Response to Priority 4 test defect**	The Vendor must respond to priority 4 test defects within 5 days.	Each instance that a response is not provided within the required timeframe for each test defect.	Monthly after start of the UAT phase of each Phase
UAT/FAT Defect Resolution Times: **Response to Priority 5 test defect**	The Vendor must report on priority 5 test defects within each reporting cycle.	Each instance that a response is not provided within the required timeframe for each test defect.	Monthly after start of the UAT phase of each Phase

y. Change 25 – Procurement Library (TBD)

Addendum No.:	5	**Title:**	Integrated Eligibility Solution Design, Development, and Implementation
Original Proposal Section and Page Reference:	3.13.4 Procurement Library Page 140…		
Change Made and Reason:	Removed Documents Referencing the Oregon Project Added document referencing work done to assess Access Disassembly		

Original Text to be Changed:

Table 26. Procurement Library

File #	Procurement Library Items
Programs and Functional – Supporting Documentation	
1	Vermont AHS HSE Business Process Analysis
2	Vermont AHS Organization Chart
3	Inventory of VT Appeals and Complaint Processes
4	DCF Modernization Report
5	2008 SPAP User Guide Final 1128-08
6	2012 MMA Data Dictionary Final
Technical– Supporting Documentation	
1	VT HSA HSE General System Design
2	Oregon technical documentation – ■ Oregon's COTS Technology Strategy ■ Oregon HBE -IT Detailed Design Review
3	Vermont Health Benefit Exchange Planning Review
4	High-level ACCESS documentation - ■ ACCESS Current Architecture ■ ACCESS System Interface List ■ ACCESS System Report List
5	IE Mainframe Analysis Contract
6	VT IAPD documentation and updates - ■ VT IAPD Approval Letter ■ VT Health Enterprise APD
7	Vermont DII Strategic Plan (FY 2013-2018)
8	Vermont Software Products

Amended Text:

Table 26. Procurement Library

File #	Procurement Library Items
Programs and Functional – Supporting Documentation	
1	Vermont AHS HSE Business Process Analysis
2	Vermont AHS Organization Chart

3	Inventory of VT Appeals and Complaint Processes
4	DCF Modernization Report
5	2008 SPAP User Guide Final 1128-08
6	2012 MMA Data Dictionary Final
Technical– Supporting Documentation	
1	VT HSA HSE General System Design
2	Vermont Health Benefit Exchange Planning Review
3	High-level ACCESS documentation - ■ ACCESS Current Architecture ■ ACCESS System Interface List ■ ACCESS System Report List
4	IE Mainframe Analysis Contract
5	VT IAPD documentation and updates - ■ VT IAPD Approval Letter ■ VT Health Enterprise APD
6	Vermont DII Strategic Plan (FY 2013-2018)
7	Vermont Software Products
8	IE ACCESS Decomposition Scope Statement

z. Change 26 – Response Template H Functional Requirements Approach

Addendum No.:	5	**Title:**	Integrated Eligibility Solution Design, Development, and Implementation
Original Proposal Section and Page Reference:	AHS IE Template H Functional Requirements Approach		
Change Made and Reason:	Revision in the overall scope and approach		
Original Text to be Changed:			
AHS IE Template H Functional Requirements Approach			
Amended Text:			
Response template has been completely replaced – Revised AHS IE Template H Functional Requirements Approach			

aa. Change 27 – Response Template I NonFunctional Requirements

Addendum No.:	5	**Title:**	Integrated Eligibility Solution Design, Development, and Implementation

Original Proposal Section and Page Reference:	AHS IE Template I Non-Functional Requirements
Change Made and Reason:	Revision in the overall scope and approach
Original Text to be Changed:	
AHS IE Template I Non-Functional Requirements	
Amended Text:	
Response template has been completely replaced – Revised AHS IE Template I NonFunctional Requirements	

bb. Change 28 – Response Template J Technical Requirements Approach

Addendum No.:	5	**Title:**	Integrated Eligibility Solution Design, Development, and Implementation
Original Proposal Section and Page Reference:	AHS IE Template J Technical Requirements Approach		
Change Made and Reason:	Revision in the overall scope and approach		
Original Text to be Changed:			
AHS IE Template J Technical Requirements Approach			
Amended Text:			
Response template has been completely replaced – Revised IE Template J Technical Requirements Approach			

cc. Change 29 – Response Template K Implementation Requirements Approach

Addendum No.:	5	**Title:**	Integrated Eligibility Solution Design, Development, and Implementation
Original Proposal Section and Page Reference:	AHS IE Template K Implementation Requirements Approach		
Change Made and Reason:	Revision in the overall scope and approach		
Original Text to be Changed:			

AHS IE Template K Implementation Requirements Approach
Amended Text:
Response template has been completely replaced – Revised AHS Template K Implementation Approach

dd. Change 30 – Response Template L Maintenance Requirements Approach

Addendum No.:	5	**Title:**	Integrated Eligibility Solution Design, Development, and Implementation
Original Proposal Section and Page Reference:	AHS IE Template L Maintenance Requirements Approach		
Change Made and Reason:	Revision in the overall scope and approach		
Original Text to be Changed:			
AHS IE Template L Maintenance Requirements Approach			
Amended Text:			
Response template has been completely replaced – Revised AHS Template L Maintenance Approach			

ee. Change 31 – Hosting Costs and Cost Allocation across Health and Human Services Programs

Addendum No.:	5	**Title:**	Integrated Eligibility Solution Design, Development, and Implementation
Original Proposal Section and Page Reference:	AHS IE Template O Cost Workbook		
Change Made and Reason:	Expanded hosting to include all software Added requirement for Vendor to provide cost breakdown among HHS programs		
Original Text to be Changed:			
Tab 4 Application Maint & Ops refers to: Hosting and Disaster Recovery Support for Non-Oracle Products (Until Full Deployment) Hosting for non-Oracle Products after full deployment			

Amended Text:
Response template has been completely replaced with the changes outlined below – Revised AHS IE Template O Cost Workbook **Tab 4 Application Maint & Ops changed to:** Hosting and Disaster Recovery Support (Until Full Deployment) Hosting after full deployment **Additional Text:** The scope and components of the overall solution include ■ An Integrated Eligibility Solution (IE) which provides eligibility processing and management of key State healthcare and human services programs ■ The EAF which provides screening, application processing, and determination for healthcare and human services programs ■ The HSEP which will provide key shared capabilities for a number of Healthcare and Human Services programs and solutions The selected IE Vendor will be responsible for the deployment of the full IE Solution for the VT healthcare programs, and all other human services programs supported by ACCESS with the exception of Child Support. It is expected that a large part of the solution will address the needs of the healthcare programs and that there will be an incremental cost to add functionality to support human services programs such as SNAP, TANF, others. As such the Vendor must provide a breakdown of the total costs among the Healthcare Programs, SNAP, TANF, and Others. Vendors are required to complete the additional tab (Tab 1A Program Cost Allocation) that has been added to the revised version of the AHS IE Template O Cost Workbook attached.

ff. Change 32 – Performance Areas with Service Level Requirements

Addendum No.:	5	**Title:**	Integrated Eligibility Solution Design, Development, and Implementation
Original Proposal Section and Page Reference:	2.7.4 Performance Measures and Associated Remedies, Page 124 Table 23 Performance Areas with Service Level Requirements		
Change Made and Reason:	Moved Virus Contamination from Project Management to Production M&O		
Original Text to be Changed:			

Service Category	Service Level Requirement Focus	Business Outcome/Goal & Relevant Definitions

Project Management	Virus Contamination	Maintain a virus-free technical infrastructure.
	Formal deliverables and key plan dates	Proactively manage risks so that scheduled milestones are met.
Testing	Quality of Code Delivered to AHS for Testing	System code delivered to UAT testing must be high-quality with a minimum number of issues that are uncovered in the UAT environment.
	UAT and FAT Defect Resolution Times	Timeline requirements for response and resolution of defects identified in UAT based on Priority*. 1 = Major malfunction of the system. Testing cannot continue until problem is resolved. 2 = Major malfunction of component. Testing cannot continue until problem is resolved. 3 = Function within component is not working correctly. Testing can continue with other functions within the component. 4 = Component has a minor editing error e.g., misspelling on report or display. Error does not affect the function or validity of the test but will need to be corrected before production.
Production / M&O	System On-line application response time	Ensure that System online response time is not adversely affected by System code changes once released into production. Proactively pursue opportunities to improve System performance
	System on-line application availability	Ensure that System availability is not adversely affected by System code changes. Proactively pursue opportunities to reduce

Amended Text:

Service Category	Service Level Requirement Focus	Business Outcome/Goal & Relevant Definitions
Project Management	Formal deliverables and key plan dates	Proactively manage risks so that scheduled milestones are met.
Testing	Quality of Code Delivered to AHS for Testing	System code delivered to UAT testing must be high-quality with a minimum number of issues that are uncovered in the UAT environment.

	UAT and FAT Defect Resolution Times	Timeline requirements for response and resolution of defects identified in UAT based on Priority*. 1 = Major malfunction of the system. Testing cannot continue until problem is resolved. 2 = Major malfunction of component. Testing cannot continue until problem is resolved. 3 = Function within component is not working correctly. Testing can continue with other functions within the component. 4 = Component has a minor editing error e.g., misspelling on report or display. Error does not affect the function or validity of the test but will need to be corrected before production.
Production / M&O	System On-line application response time	Ensure that System online response time is not adversely affected by System code changes once released into production. Proactively pursue opportunities to improve System performance
	Virus Contamination	Maintain a virus-free technical infrastructure.
	System on-line application availability	Ensure that System availability is not adversely affected by System code changes. Proactively pursue opportunities to reduce

gg. Change 33 – Proposed Changes to Standard Terms and Conditions – Contract Elements

Addendum No.:	5	**Title:**	Integrated Eligibility Solution Design, Development, and Implementation
Original Proposal Section and Page Reference:	1.6.2 Contract Elements, Page 19		
Change Made and Reason:	Remove reference to providing proposed changes in the cover letter Provide a template for structured means to provide proposed changes to Standard Terms and Conditions		
Original Text to be Changed:			

1.6.2 Contract Elements

STANDARD CONTRACT PROVISIONS

The State of Vermont expects the vendor to agree to the Standard State Provision for Contracts and Grants outlined in Attachment C. Exceptions to the Standard State Provision for Contracts and Grants shall be noted in the bidder's cover letter. Exceptions may be subject to review by the Office of the Attorney General.

TERMS AND CONDITIONS FOR TECHNOLOGY CONTRACTS The State of Vermont expects the vendor to agree to the Terms and Conditions for Technology Contracts outlined in Attachment G, as they may be applicable. If the vendor wishes to propose an exception to any of the Terms and Conditions for Technology Contracts, it must notify the State of Vermont in its response to the RFP. Failure to note exceptions will be deemed to be acceptance of the Terms and Conditions for Technology Contracts as outlined in Attachment G of the RFP. If exceptions are not noted in the RFP but raised during contract negotiations, the State reserves the right to cancel the negotiation if deemed to be in the best interests of the State of Vermont.

Amended Text:

1.6.2 Contract Elements

STANDARD CONTRACT PROVISIONS

The State of Vermont expects the vendor to agree to the Standard State Provision for Contracts and Grants outlined in Attachment C. Exceptions to the Standard State Provision for Contracts and Grants shall be noted in Template P: Proposed Changes to Standard Terms and Conditions. Exceptions may be subject to review by the Office of the Attorney General.

TERMS AND CONDITIONS FOR TECHNOLOGY CONTRACTS The State of Vermont expects the vendor to agree to the Terms and Conditions for Technology Contracts outlined in Attachment G, as they may be applicable. If the vendor wishes to propose an exception to any of the Terms and Conditions for Technology Contracts, it must notify the State of Vermont in its response to the RFP using Template P: Proposed Changes to Standard Terms and Conditions.

Failure to note exceptions will be deemed to be acceptance of the Terms and Conditions for Technology Contracts as outlined in Attachment G of the RFP. If exceptions are not noted in the RFP but raised during contract negotiations, the State reserves the right to cancel the negotiation if deemed to be in the best interests of the State of Vermont.

hh. Change 34 – Proposed Changes to Standard Terms and Conditions – RFP Instructions

Addendum No.:	5	**Title:**	Integrated Eligibility Solution Design, Development, and Implementation
Original Proposal Section and Page Reference:	3.13 Proposal Instructions Section, Page 133 3.13.1 Section A RFP Cover Letter and Executive Summary, Page 134 3.13.1 Section N Proposal Checklist and Supplements, Page 134		
Change Made and Reason:	Provide a template for structured means to provide proposed changes to Standard Terms and Conditions Removed Request to provide proposed changes in the cover letter Added Package 3 and Template P for proposed changes to the Terms and Conditions		

Original Text to be Changed:

3.13 Proposal Instructions

Proposals must address all the requirements of the RFP in the order and format specified in this section. Each RFP requirement response in the Proposal must reference the unique identifier for the requirement in the RFP.

It is the Vendor's responsibility to ensure its Proposal is submitted in a manner that enables the Evaluation Team to easily locate all response descriptions and exhibits for each requirement of this RFP. Page numbers should be located in the same page position throughout the proposal. Figures, tables, charts, etc. should be assigned index numbers and should be referenced by these numbers in the proposal text and in the proposal Table of Contents. Figures, etc. should be placed as close to text references as possible.

Hard copy proposals are to be assembled in loose-leaf, three-hole punch binders with appropriate tabs for each volume and section. Do not provide proposals in glue-bound binders or use binding methods that make the binder difficult to remove.

At a minimum, the following should be shown on each page of the proposal:

1. RFP #
2. Name of Vendor
3. Page Number

Proposal in response to this RFP must be divided into two appropriately labeled and sealed packages marked Technical Proposal and Cost Proposal. All proposal submissions should be clearly labeled with the RFP number.

The contents of each package must be as follows:

1. **Package 1 - Technical Proposal**

   Technical Proposal addressing all requirements specified in the RFP using the response forms provided in Templates A through N.

2. Package 2 - Cost Proposal

Cost Proposal provided using the form supplied in AHS IE Template O Cost Workbook.**********

Section A. RFP Cover Letter and Executive Summary

This section of the Vendor's Technical Proposal must include a cover letter and executive summary stating the Vendor's intent to bid for this RFP.

The Vendor's response must include a transmittal (cover) letter; table of contents; executive summary; Vendor contact information and locations.

If the vendor wishes to propose an exception to any Standard State Provision for Contracts and Grants or Terms and Conditions for Technology Contracts, it must notify the State of Vermont in the cover letter. Failure to note exceptions will be deemed to be acceptance of the Customary Provision for Contracts and Grants, as outlined in Attachments C, and G of this RFP or AHS Customary Provisions, as outlined in Attachment F of this RFP. If exceptions are not noted in

the RFP but raised during contract negotiations, the State reserves the right to cancel the negotiation if deemed to be in the best interests of the State of Vermont.

Submission for this section must be compliant with the instructions detailed in AHS IE Template A Cover Letter and Executive Summary.

****

Section N. Proposal Checklist and Supplements

This section of the Vendor's Technical Proposal must include the completed checklist verifying that all the RFP response requirements as part of Templates A-O and the RFP Attachments have been completed. Submission for the Proposal Checklist and Supplements must be compliant with the instructions detailed in AHS IE Template N Response Checklist.

Amended Text:

3.13 Proposal Instructions

Proposals must address all the requirements of the RFP in the order and format specified in this section. Each RFP requirement response in the Proposal must reference the unique identifier for the requirement in the RFP.

It is the Vendor's responsibility to ensure its Proposal is submitted in a manner that enables the Evaluation Team to easily locate all response descriptions and exhibits for each requirement of this RFP. Page numbers should be located in the same page position throughout the proposal. Figures, tables, charts, etc. should be assigned index numbers and should be referenced by these numbers in the proposal text and in the proposal Table of Contents. Figures, etc. should be placed as close to text

references as possible.

Hard copy proposals are to be assembled in loose-leaf, three-hole punch binders with appropriate tabs for each volume and section. Do not provide proposals in glue-bound binders or use binding methods that make the binder difficult to remove.

At a minimum, the following should be shown on each page of the proposal:

1. RFP #
2. Name of Vendor
3. Page Number

Proposal in response to this RFP must be divided into two appropriately labeled and sealed packages marked Technical Proposal and Cost Proposal. All proposal submissions should be clearly labeled with the RFP number.

The contents of each package must be as follows:

1. **Package 1 - Technical Proposal**

   Technical Proposal addressing all requirements specified in the RFP using the response forms provided in Templates A through N.

2. **Package 2 - Cost Proposal**

   Cost Proposal provided using the form supplied in AHS IE Template O Cost Workbook.

3. **Package 3 – Proposed Changes to Standard Terms and Conditions**

   Vendor's response must include any proposed changes to the State's Standard Terms and Conditions using AHS IE Template P Proposed Changes to Standard Terms and Conditions.

****

Section A. RFP Cover Letter and Executive Summary

This section of the Vendor's Technical Proposal must include a cover letter and executive summary stating the Vendor's intent to bid for this RFP.

The Vendor's response must include a transmittal (cover) letter; table of contents; executive summary; Vendor contact information and locations.

Submission for this section must be compliant with the instructions detailed in AHS IE Template A Cover Letter and Executive Summary.

****

Section N. Proposal Checklist and Supplements

This section of the Vendor's Technical Proposal must include the completed checklist verifying that all the RFP response requirements as part of Templates A-P and the RFP Attachments have been completed. Submission for the Proposal Checklist and Supplements must be compliant with the instructions detailed in AHS IE Template N

Response Checklist.

****

Package 3 – Proposed Changes to Standard Terms and Conditions

This package of the Vendor's response must include AHS IE Template P Proposed Changes to Standard Terms and Conditions as described below.

Section P. Proposed Changes to Standard Terms and Conditions

If the vendor wishes to propose an exception to any Standard State Provision for Contracts and Grants or Terms and Conditions for Technology Contracts, it must notify the State of Vermont using AHS IE Template P Proposed Changes to Standard Terms and Conditions. Failure to note exceptions will be deemed to be acceptance of the Customary Provision for Contracts and Grants, as outlined in Attachments C, and G of this RFP or AHS Customary Provisions, as outlined in Attachment F of this RFP. If exceptions are not noted in the RFP but raised during contract negotiations, the State reserves the right to cancel the negotiation if deemed to be in the best interests of the State of Vermont.

ii. Change 35 – Proposed Crosswalk – Mandatory Templates

Addendum No.:	5	**Title:**	Integrated Eligibility Solution Design, Development, and Implementation
Original Proposal Section and Page Reference:	3.13.2 Proposal Crosswalk – Mandatory Templates, Page 140		
Change Made and Reason:	Update to the Mandatory Templates table to reflect the addition of Template P		
Original Text to be Changed:			

3.13.2 Proposal Crosswalk — Mandatory Templates

Table 25 lists the mandatory templates that the Vendor will submit as part of their proposal.

Table 25. Mandatory Templates

Response Template	Template Elements
Template A	Cover Letter and Executive Summary

Template B	Vendor Experience
Template C	Vendor References
Template D	Subcontractor Letters
Template E	Project Organization and Staffing Time Commitment
Template F	Staff Experience
Template G	Response to Functional Requirements
Template H	Response to Functional Requirements Approach
Template I	Response to Non-Functional Requirements
Template J	Response to Technical Requirements Approach
Template K	Response to Implementation Requirements Approach
Template L	Response to Maintenance Requirements Approach
Template M	Work Plan
Template N	RFP Response Checklist
Template O	Cost Workbook

Amended Text:

3.13.2 Proposal Crosswalk — Mandatory Templates

Table 25 lists the mandatory templates that the Vendor will submit as part of their proposal.

Table 25. Mandatory Templates

Response Template	Template Elements
Template A	Cover Letter and Executive Summary
Template B	Vendor Experience
Template C	Vendor References
Template D	Subcontractor Letters

Template E	Project Organization and Staffing Time Commitment
Template F	Staff Experience
Template G	Response to Functional Requirements
Template H	Response to Functional Requirements Approach
Template I	Response to Non-Functional Requirements
Template J	Response to Technical Requirements Approach
Template K	Response to Implementation Requirements Approach
Template L	Response to Maintenance Requirements Approach
Template M	Work Plan
Template N	RFP Response Checklist
Template O	Cost Workbook
Template P	Proposed Changes to Standard Terms and Conditions

jj. Change 36 – Response Template N Changes to Standard Terms and Conditions

Addendum No.:	5	**Title:**	Integrated Eligibility Solution Design, Development, and Implementation
Original Proposal Section and Page Reference:	AHS IE Template N RFP Response Checklist		
Change Made and Reason:	Revision to request vendors to outline exceptions to Standard Terms and Conditions		
Original Text to be Changed:			
AHS IE Template N Response Checklist			
Amended Text:			
Response template has been completely replaced – Revised IE Template N Response Checklist. Added AHS Template P Changes to Standard Terms and Conditions to the checklist.			

kk. Change 37 – Revision to Blueprint for Health

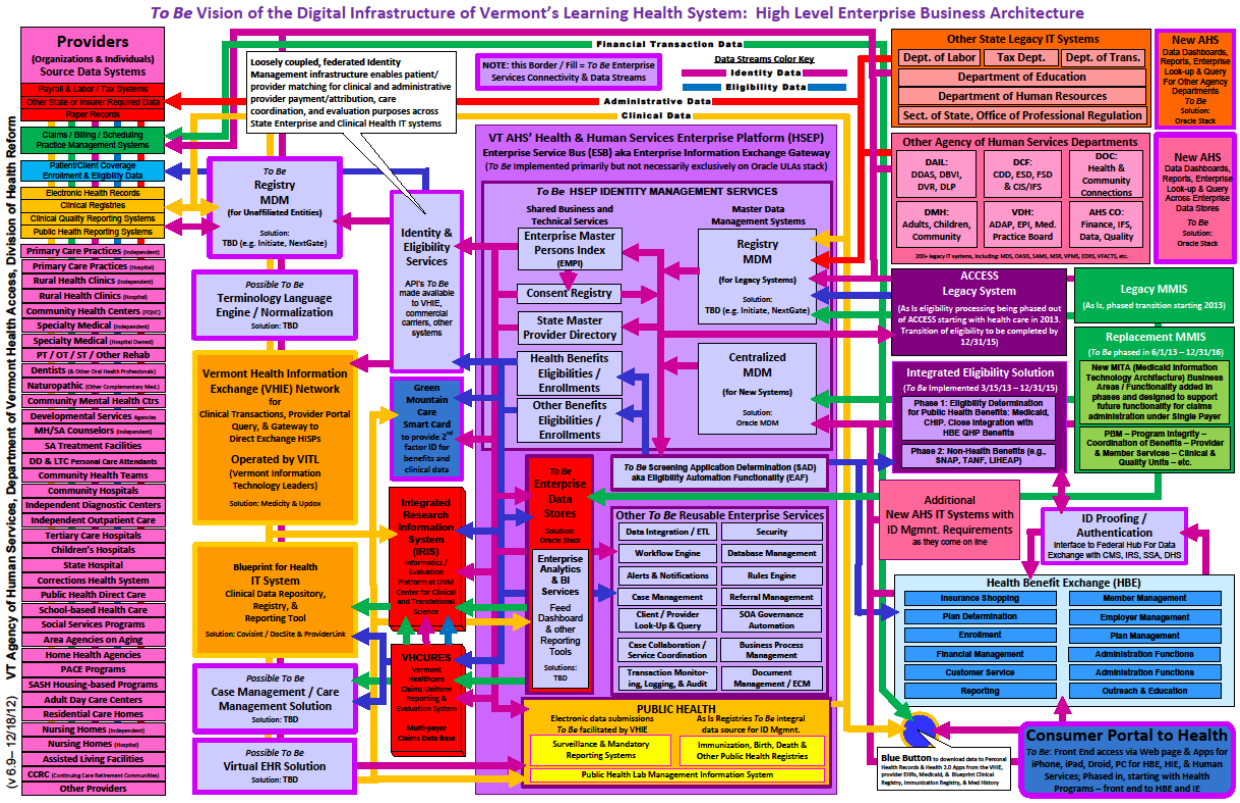
Addendum No.:	5	**Title:**	Integrated Eligibility Solution Design, Development, and Implementation
Original Proposal Section and Page Reference:	1.4.3 Blue Print for Health, Figure 1 Health Services Enterprise Architecture, Page 10		
Change Made and Reason:	Updated Figure 1		

Original Text to be Changed:

Figure 1 Health Services Enterprise Architecture (diagram not shown)

Amended Text:

Figure 1 Health Services Enterprise Architecture



Everything else remains the same.

This addendum is issued to incorporate the above change(s). All other conditions and specifications remain as originally written.